

# **REQUEST FOR PROPOSAL**

## **ID05140054**

**In Support Of**

**CLIENT AGENCY:**

**United States Department of Agriculture (USDA)  
National Information Technology Center (NITC)**

**PROJECT TITLE:**

**Information Technology Support**

**Original Version dated December 18, 2014**

## Table of Contents

I.	INTRODUCTION .....	3
A.	Performance Based Contracting Approach.....	3
B.	Period of Performance.....	3
C.	Level of Support.....	3
II.	MINIMUM REQUIREMENTS - READ THIS FIRST.....	3
III.	INSTRUCTIONS TO CONTRACTORS.....	4
A.	Submission of Proposal .....	4
B.	General Contractor Instructions.....	4
IV.	PROPOSAL CONTENT .....	5
A.	General .....	5
B.	Detailed .....	5
1.	Cover Letter .....	5
2.	Technical Capability .....	6
3.	Past Experience and Performance .....	8
4.	Price Submission.....	9
V.	EVALUATION CRITERIA AND SELECTION PROCESS.....	9
A.	General .....	9
B.	Evaluation Factors.....	9
1.	FACTOR 1: Technical Capability.....	9
2.	FACTOR 2: Past Experience and Performance .....	10
3.	FACTOR 3: Price.....	10
VI.	SELECTION .....	10
A.	Best Value Evaluation .....	10
B.	Discussions and Competitive Range. ....	10
VII.	ADDITIONAL TERMS AND CONDITIONS .....	10
VIII.	RFP QUESTIONS .....	12
IX.	DUE DATE .....	12

DATE: December 18, 2014

MEMORANDUM FOR: General Services Administration (GSA)  
Alliant Small Business (ASB)  
Governmentwide Acquisition Contract (GWAC)

FROM: GSA  
Federal Acquisition Service (FAS)  
Acquisition Operations Division (5QZA)  
1710 Corporate Crossing, Ste. #3  
O'Fallon, IL 62269

SUBJECT: Request for Proposal (RFP) for GSA Order Number ID05140054

---

## I. INTRODUCTION

It is the intent of the GSA FAS 5QZA to issue a single-award task order against the GSA ASB GWAC to provide a full range of Information Technology (IT) services in support of the United States Department of Agriculture (USDA), National Information Technology Center (NITC).

### A. *Performance Based Contracting Approach*

This RFP utilizes a Performance Work Statement (PWS) (**RFP Attachment 1**) to provide the Government's overall desired outcomes/objectives for this requirement. The PWS provides the overall scope and general requirements. Specific task requirements are identified in **PWS Attachment A** via the utilization of Contract Line Item Number (CLIN) descriptions. The performance standards and acceptable quality levels are identified in both PWS Attachment A and **PWS Attachment B**, Labor Hour CLIN Service Delivery Summary, as applicable.

### B. *Period of Performance*

The resulting task order will have a one-year base period and four, one-year option periods.

### C. *Level of Support*

For indicating the scope of work only, the estimated core initial staffing levels in terms of Full-Time-Equivalent (FTE) positions are identified in **PWS Attachment C**. It is anticipated that the workload will fluctuate based on fluid schedule requirements; therefore, the contractor shall include provisions for optional growth support throughout the task order life cycle as reflected in the pricing template, which includes lump sum labor allotments for optional growth support that are equivalent to a percentage of the price/cost for the core requirements. To ensure maximum flexibility with respect to the optional growth support, the contractor shall include a complete price list identifying the proposed hourly labor rates for all ASB labor categories (LCATs), as reflected in the pricing template, that will be used as the pricing basis for all optional growth support. The actual time frame for the optional growth support implementation will be dependent upon actual scheduling requirements.

## II. MINIMUM REQUIREMENTS - READ THIS FIRST

Contractor proposals submitted in response to this RFP must comply with the following minimum requirements. Proposals that fail to meet any ONE of these minimum requirements may be eliminated from further consideration and deemed ineligible for award.

- Submit complete information as required in these instructions.
- Comply with all requirements identified in these instructions.

- As detailed in section III, all electronic documents/data submitted must be enabled so that the text/data in those documents/data can be searched, highlighted, copied and pasted into other documents/spreadsheets as needed.
- The contractor shall utilize and fully complete the required pricing template (**RFP Attachment 2**). Contractor proposed labor rates shall not exceed the applicable contract ceiling rates.
- The contractor shall complete the registration process (contractor company, contractor company representatives, and ASB contract) for GSA's web-based procurement system, Information Technology Solutions Shop (ITSS). Contractors may contact the ITSS Registration Helpdesk at 877-243-2889, option #2, for registration assistance.

### III. INSTRUCTIONS TO CONTRACTORS

#### A. *Submission of Proposal*

1. Proposals shall be received no later than the date identified in paragraph IX. Proposals received after this time will not be considered for award. All proposals shall be uploaded to eBuy ([www.ebuy.gsa.gov](http://www.ebuy.gsa.gov)) under the applicable RFP. Regarding page limitations, the documentation shall be single-spaced, Times New Roman font (no exceptions), no smaller than 11 point type-size, no less than 1 inch margins, that (if printed) would fit on 8 ½ x 11 inch paper. The only exception to the paper size (not an exception to the font requirements) is for the price proposal and the organizational chart. The price proposal shall be printed on paper of a sufficient size to allow each sheet within the pricing template to be printed on a single page. The organizational chart shall be printed on paper of sufficient size to allow the entire chart to be displayed on a single page.
2. The acceptable electronic formats are Adobe PDF or Microsoft Word except for pricing. Price proposals shall be submitted using the required pricing template. All Adobe PDF documents and Microsoft Word documents shall be submitted with the ability to highlight and copy the text/data of the document. Any documents submitted that are protected in such a way which does not enable the ability to highlight/copy/paste the text/data will not be accepted. All Microsoft Word documents shall be fully readable by Microsoft Office version 2007.
3. Pricing proposal information shall not contain any technical proposal information and vice versa. When uploading the proposal to eBuy, separate all pricing and technical proposal information into separate zip (winszip.exe) folders. The naming convention for the WinZip folders shall be as follows: for pricing "GS-06F-XXXXX PRICING.zip", for Technical "GS-06F-XXXXX TECH.zip" (Complete the X's with the GSA ASB contract number). Submit the cover letter as a standalone document with the same style of naming convention "GS-06F-XXXXX COVER LETTER." All past performance information shall be included within the "GS-06F-XXXXX TECH.zip" file.
4. As stated in Section IX, hard copies are also requested. Timeliness and responsiveness of the proposal is first determined by the submission of the electronic proposal in eBuy, then followed by the delivery of the hard-copy proposals. Hard copy proposals are to be delivered to the address listed in paragraph IX no later than 24 hours following the close date/time identified in the same paragraph. Failure to meet both the eBuy submission and hard-copy submission deadlines will remove the proposal from consideration. The electronic submission will serve as the "official" submission.

#### B. *General Contractor Instructions*

1. Proposals shall clearly demonstrate an understanding of each of the Government's objectives and requirements.
2. A complete proposal shall consist of a cover letter; a technical proposal, including both a technical capability section and a past experience and performance section; and a price proposal as detailed below. Incomplete proposals will not be further evaluated and deemed ineligible for award.

3. Proposals submitted in any other way except as detailed in the submission of proposals section above will not be further evaluated and deemed ineligible for award.
4. Any proposal or proposal modification will not be accepted after the due date and time for proposals.
5. Any assumptions forming the basis of the proposal, whether technical or price related, must be clearly identified in the applicable proposal.
6. All proposals shall be handled in accordance with FAR Subpart 3.104, Procurement Integrity.
7. Information requested herein must be furnished in writing and be fully and completely in compliance with RFP instructions. The information requested and the manner of submission is essential to permit prompt evaluation of all proposals on a fair and uniform basis. Simple statements of compliance without the detailed description of how compliance will be accomplished may not be considered sufficient evidence that the contractor can meet the technical requirements.
8. Contractor employees responsible for preparing material that may be procurement sensitive/proprietary data must mark each page that the contractor believes contains such information with the legend "Proprietary Data".

#### **IV. PROPOSAL CONTENT**

##### *A. General*

1. Contractors should review the GSA ASB contract and are responsible for ensuring that proposals fully comply with all GSA ASB contract requirements. Each proposal shall clearly demonstrate that the contractor understands the PWS. The failure to explain the contractor's ability to meet all requirements may result in the contractor's proposal not being considered. Clarity and completeness of proposals are of the utmost importance. Therefore, proposals must be written in a practical, clear and concise manner.
2. The narrative shall provide the Government with a reasonable assurance that the contractor has the relevant experience, capacity and capability required to meet or exceed the requirements and Government objectives identified within the PWS. A mere restatement of the PWS will be deemed unacceptable and may result in the contractor being eliminated from further consideration and deemed ineligible for award.
3. Each proposal shall be legible, single-spaced, typewritten Times New Roman font (no exceptions), no smaller than 11 point type-size, no less than 1 inch margins, which can be printed on 8 ½ x 11 inch paper (with the exception of the price proposal and organizational chart as per paragraph (III)(A)(1)). Overall proposal content, excluding the pricing submission, shall be no more than 45 pages in length.

##### *B. Detailed*

1. Cover Letter - An authorized official who can obligate the contractor shall sign a Cover Letter in contractor format, on contractor letterhead, demonstrating the contractor's intent to be bound to the task order terms and conditions. This cover letter shall be no more than two (2) pages. The cover letter shall include:
  - a) Alliant Small Business Contractor Company Name, Address, Contract Administration POC name/phone/email, Technical POC name/phone/email (if different than Contract Administration POC), CAGE, DUNS, TIN, Business Size, and GSA ASB Number.
  - b) Subcontractor Information: The prime contractor shall also provide information on any subcontractor proposed. The cover letter shall identify and describe, in sufficient detail, any

proposed/potential sub-contractor agreements that may be required in the performance and completion of the task requirements.

2. Technical Capability (part of the technical proposal) - The written technical capability section of the technical proposal shall contain the following:

a) Technical Approach

- i. Understanding and Methodology. The technical proposal shall include an overview of the methodology that will be utilized to guide the management and performance of the technical requirements identified in the PWS. The proposal shall include sufficient documentation to demonstrate both a detailed understanding of the stated requirements and the potential management challenges associated with the broad range of task areas involved. The technical proposal shall include a description of how the technical approach (i.e. description of the tasks to be performed) and analytical techniques will be applied to accomplish each of the requirements identified in the PWS.
- ii. Implementation. The technical approach shall include a phase-in plan to address the overall transition to the new task order, to include the recruitment and hiring of both new and incumbent contractor employees, and include sufficient documentation to demonstrate that the USDA will not experience a negative impact or disruption in service as a result from contractor personnel changes. The proposal shall identify all Government coordination that is anticipated to be required for the implementation. Detailed requirements for the phase-in plan are identified in PWS paragraph 8.7.1. If applicable, the phase-in plan shall clearly describe the contractor's proposed transition period, as defined in PWS paragraph 8.7.1., to include the following: specific duration of the transition period; detailed description of the proposed tasks to be completed during the transition period; and the identification of the resources proposed to complete such tasks during the transition period.

b) Quality Control Plan (QCP). The plan shall include, but is not limited to the following:

- i. A description of the inspection system covering all services listed.
- ii. The inspection frequency.
- iii. The title of the individual(s) who shall perform the inspection and their organizational placement.
- iv. A description of the methods for identifying, correcting, and preventing defects in the quality of service performed before the level becomes unacceptable.

c) Staffing Approach/Plan. The proposal shall include a complete staffing approach/plan that describes and illustrates the proposed utilization of contractor personnel resources and skill sets to perform and complete the PWS requirements. The staffing approach/plan shall include, at a minimum:

- i. An organization chart that depicts the complete staffing approach/plan and structure from the head of the company to all individual performers/positions (including key positions and non-key positions) proposed to support the resultant task order that demonstrates required personnel resources and skill sets via the identification of proposed labor categories for all individual performers/positions. The organization chart shall include the following:
  - A clear illustration of the operational relationships and task leadership among all entities, including all proposed joint venture team members and subcontractors, and the alignment of such entities. NOTE: The proposal shall include a narrative discussion identifying the roles and responsibilities of all proposed joint venture team members and subcontractors.
  - The identification of all proposed positions, to include the identification of all positions as either "key" or "non-key".

- The names of known individuals proposed to perform and fill positions. Positions to be filled by future identified proposed staffing shall be reflected by the use of “TBD” in lieu of a proper name.
  - The United States (U.S.) citizenship status of all known individuals proposed to perform and fill positions. Positions to be filled by future identified proposed staffing shall also include such identification to illustrate the contractor’s intent. In addition, the chart shall include the identification of the overall percentage, in numerical format, of proposed U.S. citizens and non-U.S. citizens.
  - The name of the contractor company that will employ the individuals that staff all proposed positions.
  - The identification of the physical locations for all proposed positions depicted on the chart.
  - The identification of the proposed ASB labor category (LCAT) and PWS CLIN for all proposed positions.
- ii. Resumes of proposed staffing for all key positions, which identify the education, certification, experience, background investigation status, and special skills of any individual(s) proposed to fill these positions as required by the applicable ASB LCAT. The resumes shall also include the identification of the experience, certifications, and expertise identified in the PWS as applicable and available. All resumes included within the proposal submission shall identify the proposed LCAT from the ASB contract and the PWS CLIN that the staffing member is being proposed to perform under.
- iii. The identification of all proposed LCATs (for both key and non-key positions AND the known optional growth support) and complete skill level descriptions from the ASB contract and any additional task specific supplemental requirements in terms of expertise (i.e. education) and experience (in terms of years of experience) that are being proposed to support task order performance. NOTE: If it is determined that varying skill levels (i.e. entry level, journeyman, junior, intermediate, senior, etc.) are required to efficiently support task order performance and the ASB LCATs are not inclusive of such varying levels, the contractor shall supplement the contract level LCATs to provide varying levels as required. The proposed utilization of supplemental skill level requirements shall include the establishment of varying skill levels and the corresponding labor rates. In no instance shall the proposed labor rates for the varying skill levels of the LCATs exceed the established ASB ceiling rate for the subject LCAT.
- iv. The identification and description of the contractor’s policies regarding retention, recruitment and benefits, to include the items listed below, that will be applicable to resultant task order. The proposal shall clearly address the “consistency” of said policies as applicable to staffing plans that include the utilization of joint ventures and subcontractors.
  - Description of plans, methods, procedures and personnel that will be used to recruit employees.
  - Description of the standard compensation package(s) that will be employed, including benefits, work week policy, and overtime policy. The discussion regarding benefits shall address extended vacations (those exceeding a one week duration). The discussion shall also identify and describe any innovative features of the compensation package, such as unusual benefits or bonuses. In addition, if applicable, the discussion shall include a description and explanation for the potential utilization of a non-standard compensation package for specific positions. Such positions shall also be identified.
  - Description of how the salary structure recognizes the distinct differences in technical and supervisory skills (where applicable) and the complexity of varied disciplines as well as job difficulty.
  - Description of how and when training will be provided to ensure retention of employees and to ensure employees remain current on the required skills.
  - Description of methods to ensure qualifications of prospective employees, to include contractor conducted background investigations.
  - Explanation of what extraordinary measures of recruiting will be taken to fill critical positions requiring unique or hard-to-fill technical expertise and who will have the authority to incur the expense.

- A description of the orientation provided to the employee (at no cost to the Government) prior to assignment to the task order.
- 3. Past Experience and Performance (part of the technical proposal) - The written past experience and performance section of the technical proposal shall be composed of the following:
  - a) The Government will consider the relevance of past performance information obtained in relation to the scope of this procurement. Past Performance, either positive or negative, which is considered by the Government to be more closely related to the scope of this effort will be given additional weight in the evaluation process.
  - b) Description of three (a total of three to include subcontractor references – additional past performance references will not be considered for evaluation purposes) past project references that demonstrate successful experience in the type of work requested in the PWS. Each reference shall provide a thorough explanation of it's relevant to the PWS. Each reference shall include the information bulleted below and shall be no more than two pages in length. The performance references shall be within the last three years.

Furthermore, the ASB prime contractor is required to include (within the three references identified above) at least one project supporting a Federal Agency that the ASB prime contractor performed and completed as the prime with an annual value of no less than \$2 million. If the ASB prime contractor is a Joint Venture (JV) company that has no relevant past/present performance, which shall be clearly stated within the proposal, then the Government may consider one reference from one partner of the JV to meet the requirement in the preceding sentence regarding minimum performance requirements as a prime contractor.

- i. Contracting agency/company and technical points of contact with their phone numbers, electronic-mail addresses, and titles.
  - ii. Contract number and delivery/task order number, as applicable.
  - iii. Contract type.
  - iv. The original contract award date (for the base period of performance) and the completion (or estimated completion) date (shall reflect all option periods).
  - v. Contract value (value of each performance period shall be identified).
  - vi. Number of contractor personnel involved.
  - vii. Identification of on/off site performance locations.
  - viii. Scope of work.
- c) If applicable, the submittal in this section shall also list any contract or purchase order under which either a cure notice or show cause letter was received, or any contract or purchase order that was terminated for cause by the Government within the past three years. The contractor must briefly explain the facts and circumstances in each such instance.
- d) The contractor is to provide the Past/Present Performance questionnaire included in the RFP as Attachment 3 to all performance references identified in the contractor's technical proposal for completion and direct submission to the GSA as instructed within the questionnaire. The date established for receipt of the questionnaires will be the same as the date and time established for receipt of the RFPs.
- e) The Government may supplement the information from the Government's Past Performance Information Retrieval System (PPIRS) for the prime and any proposed subcontractor firms. The Government may contact members of the acquisition workforce involved with previously awarded Federal contracts. The Government's contact with other members of the Government acquisition workforce, including Contracting Officer's, Contracting Officer Representatives (CORs), and Project Managers, can provide valuable insight and supplement the written PPIRS evaluations or provide insight into the contractor's performance of ongoing contracts.



- f) Offerors with no relevant past or present performance history shall receive the rating of “neutral” meaning the rating is treated neither favorably nor unfavorably.
4. Price Submission - Use of RFP Attachment 2 is required. The price submission, excluding RFP Attachment 2, shall not exceed five pages.
- a) Format. The contractor shall utilize the Government provided template, in the Government provided file format.
  - b) Core and Optional Growth Support. For informational purposes only, the Government estimate included 1,920 labor hours as the basis for a FTE position.
  - c) CLIN Structure. The Government reserves the right to award the support for each CLIN on an individual basis, to include both a FTE basis and a fractional FTE basis, contingent upon funding availability.
  - d) The Government’s future actions and uncertainty regarding continuing need may result in the requirement to reduce the duration of support provided via the FFP FTE positions or fractional FTE positions (if proposed). As such, the Government hereby reserves the right to reduce the firm fixed price amount for each position based on a prorated calculation.
  - e) Travel. The Government’s estimated travel cost for each performance period is listed in the Government provided template. The proposal shall identify any indirect cost related to the travel other direct costs. The proposal shall include a copy of the Defense Contract Audit Agency (DCAA) approval letter for any indirect rates (i.e. G&A, etc.).
  - f) Un-scheduled (work hour category D) Support. The contractor shall clearly identify all costs, other than the standard billable labor hours expended by contractor resources in direct support of such requirements, associated with support provided under work hour category D. The contractor shall propose and clearly describe a cost effective approach. If there are no additional costs other than the standard billable labor hours expended by contractor resources in direct support of such requirements, the contractor shall clearly state and indicate such within the price proposal.

## **V. EVALUATION CRITERIA AND SELECTION PROCESS**

### **A. General**

1. Evaluations will be conducted in accordance with the FAR Part 16.505(b).
2. GSA will determine best value to the Government based on evaluation of price and non-price factors considered. However, the Government will not issue an award at a significantly higher evaluated price to achieve only slightly superior performance capabilities. GSA will verify that proposed services are consistent with the contractor’s GSA ASB contract.

### **B. Evaluation Factors**

1. FACTOR 1: Technical Capability - The written Technical Capability submission composed of the Technical Approach, QCP and Staffing Approach/Plan. The items listed under this Technical Capability Factor ARE NOT sub factors and are not separately weighted for evaluation purposes. All items will be considered together for purposes of assigning a rating to this factor. The feasibility, extent, and quality of the contractor’s technical capability will be evaluated based on the written submittal described in section IV(B)(2), above. The evaluation will be based on information pertaining to technical approach, and specifically focus on the breadth, depth and scope of the contractor’s knowledge and understanding of the requirements described in this section. In addition, the relative quality and viability of the proposed staffing/labor mix/level of effort will be evaluated.

2. **FACTOR 2: Past Experience and Performance** - The Past Performance evaluation will include the references described in IV(B)(3), which may be verified by contacting references as deemed necessary by the Government along with past performance questionnaires, and will be evaluated based on the relevance of the information submitted. In rating this factor, GSA will consider the relevance in size and scope of each reference listed to the work described in this RFP. Past performance for projects similar in size and scope to the work described in this RFP may be given more weight in the evaluation. As such, the description of the work performed must be sufficiently detailed for the Government to make this determination.
3. **FACTOR 3: Price** – The Government will evaluate the realism and reasonableness of the proposed prices and rates to determine overall best value. In addition, the Government will confirm that the rates proposed in the entire pricing proposal are accurate when compared to the contractor's current GSA ASB contract rates. Proposals containing inaccurate pricing information may be deemed ineligible for award and will not be further evaluated

## **VI. SELECTION**

### *A. Best Value Evaluation*

1. Proposals must demonstrate a clear understanding of the nature and scope of the work required. Failure to provide a realistic, reasonable, and complete proposal may reflect a lack of understanding of the requirements and may result in the proposal receiving no further evaluation and determined ineligible for award. Award will be established with the responsible contractor whose proposal conforms to the requirements outlined in this RFP and is most advantageous to the Government based on the best value determination.
2. The items listed under Technical Capability ARE NOT sub factors and are not separately weighted for evaluation purposes. All items will be considered together for purposes of assigning a rating to this factor.
3. The relative weights for the non-priced factors are listed in descending order of importance: Technical Capability and Past Experience and Performance. All non-priced factors combined are significantly more important than price.
4. Potential risk to the Government will also be evaluated. Technical and performance risk, based upon the proposer's evaluated technical capability and past performance experience, will be considered during the evaluation as well as any possible pricing risk and risks incurred as a result of the proposal assumptions.

### *B. Discussions and Competitive Range.*

The Government intends to award a task order without discussion with respective contractors. The Government, however, reserves the right to conduct discussions if deemed in its best interest. The contracting officer may limit the number of proposals in the competitive range to the greatest number that will permit an efficient competition among the most highly rated proposals.

## **VII. ADDITIONAL TERMS AND CONDITIONS**

The following clauses apply to this RFP and are provided by reference. The following clauses are incorporated with the same force and effect as if provided in full text:

FAR 52.212-4, Contract Terms and Conditions – Commercial Items (May 2014), Alternate I (May 2014)

FAR 52.217-5, Evaluation of Options (Jul 1990)

FAR 52.219-14, Limitations on Subcontracting (Nov 2011)

The following clauses are incorporated in full text:

FAR 52.217-8, Option to Extend Services (Nov 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor prior to expiration of the contract. (End of Clause)

FAR 52.217-9, Option to Extend the Term of the Contract (Mar 2000)

- a) The Government may extend the term of this contract by written notice to the Contractor prior to expiration of the contract; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.
- b) If the Government exercises this option, the extended contract shall be considered to include this option clause.
- c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 60 months. (End of Clause)

GSA Special Clause: Limitation of Government's Obligation – Firm Fixed Price

Line items for Firm Fixed Price services may be incrementally funded. For these item(s), the sum of \*\*\* of the \*\*\* total price is presently available for payment and allotted to this task order award. An allotment schedule will be provided.

The Contractor agrees to perform up to the point at which the total amount payable by the Government, including reimbursement in the event of termination of those item(s) for the Government's convenience, approximates the total amount currently allotted to the contract. The Contractor is not authorized to continue work on those item(s) beyond that point. The Government will not be obligated in any event to reimburse the Contractor in excess of the amount allotted to the contract for those item(s) regardless of anything to the contrary in the clause entitled "Termination for Convenience of the Government." As used in this clause, the total amount payable by the Government in the event of termination of applicable contract line item(s) for convenience includes costs, profit, and estimated termination settlement costs for those item(s).

Notwithstanding the dates specified in the allotment schedule of this clause, the Contractor will notify the Contracting Officer in writing at least ninety days prior to the date when, in the Contractor's best judgment, the work will reach the point at which the total amount payable by the Government, including any cost for termination for convenience, will approximate 85 percent of the total amount then allotted to the contract for performance of the applicable item(s). The notification will state (1) the estimated date when that point will be reached and (2) an estimate of additional funding, if any, needed to continue performance of applicable line items up to the next scheduled date for allotment of funds identified in this clause, or to a mutually agreed upon substitute date. The notification will also advise the Contracting Officer of the estimated amount of additional funds that will be required for the timely performance of the item(s) funded pursuant to this clause, for a subsequent period as may be specified in the allotment schedule of this clause or otherwise agreed to by the parties. If after such notification additional funds are not allotted by the date identified in the Contractor's notification, or by an agreed substitute date, the Contracting Officer will terminate any item(s) for which additional funds have not been allotted, pursuant to the clause of this contract entitled "Termination for Convenience of the Government."

When additional funds are allotted for continued performance of the contract the parties will agree as to the period of contract performance which will be covered by the funds. The provisions of this clause will apply in like manner to the additional allotted funds and agreed substitute date, and the contract will be modified accordingly.

If, solely by reason of failure of the Government to allot additional funds, by the dates indicated below, in amounts sufficient for timely performance of the contract, the Contractor incurs additional costs or is delayed in the performance of the work under this contract and if additional funds are allotted, an equitable adjustment will be made in the price or prices (including appropriate target, billing, and ceiling prices where applicable) of the item(s), or in the time of delivery, or both. Failure to agree to any such equitable adjustment hereunder will be a dispute concerning a question of fact within the meaning of the clause entitled "Disputes."

The Government may at any time prior to termination allot additional funds for the performance of the contract.

The termination provisions of this clause do not limit the rights of the Government under the clause entitled "Default." The provisions of this clause are limited to the work and allotment of funds for the contract. This clause no longer applies once the contract is fully funded except with regard to the rights or obligations of the parties concerning equitable adjustments negotiated under this clause.

Nothing in this clause affects the right of the Government to terminate this contract pursuant to the clause of this contract entitled "Termination for Convenience of the Government."

Nothing in this clause shall be construed as authorization of voluntary services whose acceptance is otherwise prohibited under 31 U.S.C. 1342.

The parties contemplate that the Government will allot funds to this contract in accordance with the following schedule:

On execution of task order	***
Schedule To Be determined	***

\*\*\* To be inserted after negotiation/prior to task order award(s).  
(End of clause)

## **VIII. RFP QUESTIONS**

All questions resulting from the RFP shall be submitted in writing via e-mail to both individuals identified below no later than January 9th, 2015, 5:00 PM EST. All questions received will be consolidated and a response will be issued via a RFP amendment. Questions received after this date will not be considered

Yjuania Still	Wendi Borrenpohl
Contracting Officer	Project Manager
GSA/FAS	GSA/FAS
Phone: 618-622.5809	Phone: 618.622.5806
Email: <a href="mailto:yjuania.still@gsa.gov">yjuania.still@gsa.gov</a>	Email: <a href="mailto:wendi.borrenpohl@gsa.gov">wendi.borrenpohl@gsa.gov</a>

## **IX. DUE DATE**

Electronic proposals must be submitted no later than the date established in the eBuy, with six hardcopies to be delivered within 24 hours of this date/time, to:

GSA/FAS/5QZA  
1710 Corporate Crossing, Suite 3  
O'Fallon, IL 62269-3734

YJUANIA STILL  
Contracting Officer

Attachments:

1. Performance Work Statement
2. Pricing Template
3. Past Performance Questionnaire

# **PERFORMANCE WORK STATEMENT**

**In Support Of**

**CLIENT AGENCY:**

**United States Department of Agriculture (USDA)  
National Information Technology Center (NITC)**

**PROJECT TITLE:**

**Information Technology Support**

**Original Version dated December 18, 2014**

## Table of Contents

1.	BACKGROUND .....	- 4 -
2.	OBJECTIVE .....	- 4 -
3.	SCOPE .....	- 5 -
4.	APPLICABLE DOCUMENTS.....	- 5 -
4.1.	Applicable Regulations and Documents .....	- 5 -
5.	TASK REQUIREMENTS .....	- 6 -
5.1.	Contract Line Item Numbers (CLINs) .....	- 6 -
6.	PERSONNEL .....	- 7 -
6.1.	General Requirements.....	- 7 -
6.2.	CLIN Specific Experience and Expertise .....	- 7 -
6.3.	Training.....	- 7 -
6.3.1.	Contractor Staff Training .....	- 7 -
6.3.2.	Seminars, Symposia, Or User Group Conferences .....	- 7 -
6.3.3.	Mandatory Government Training .....	- 7 -
6.4.	Personnel Retention and Recruitment.....	- 8 -
6.4.1.	Work Transition Plan.....	- 8 -
7.	QUALITY .....	- 8 -
7.1.	Quality Control .....	- 8 -
7.2.	Quality Assurance .....	- 9 -
8.	DELIVERABLES.....	- 9 -
8.1.	Contractor Submission.....	- 9 -
8.2.	Government Review .....	- 9 -
8.3.	Data and Deliverable Rights .....	- 9 -
8.4.	Transfer of Ownership .....	- 9 -
8.5.	Monthly Invoice.....	- 10 -
8.6.	Monthly Status Report .....	- 10 -
8.7.	Phase-In / Phase Out .....	- 10 -
8.7.1.	Phase-In Plan .....	- 10 -
8.7.2.	Phase Out Plan .....	- 11 -
8.8.	Deliverable Matrix .....	- 11 -
8.9.	Other Reporting Requirements .....	- 12 -
9.	PERFORMANCE .....	- 12 -
9.1.	General.....	- 12 -
9.2.	Kickoff Meeting.....	- 12 -
9.3.	Period of Performance .....	- 12 -
9.4.	Place of Performance .....	- 12 -
9.4.1.	Applicability of Telework.....	- 13 -
9.4.2.	Travel .....	- 14 -
9.5.	Hours of Work .....	- 14 -
9.5.1.	Standard Duty Hours Support.....	- 14 -
9.5.1.1.	Normal Workday - (work hour category A) .....	- 15 -
9.5.1.2.	Staggered Workday - (work hour category B).....	- 15 -
9.5.2.	Non-Standard Duty Hours Support.....	- 15 -
9.5.3.	Continuity of Operations (COOP)/Disaster Recovery (DR).....	- 15 -
9.5.4.	Holidays .....	- 16 -
9.5.5.	Government Administrative Leave Situations .....	- 16 -
10.	GOVERNMENT FURNISHED EQUIPMENT/INFORMATION/ACCESS .....	- 16 -

10.1. General.....	- 16 -
10.2. Property.....	- 16 -
10.2.1. Facilities.....	- 16 -
10.2.2. Equipment at Authorized On-Site Federal Work Locations .....	- 16 -
10.2.3. Facilities and Equipment at Remote Work Locations.....	- 17 -
10.2.4. Materials .....	- 17 -
10.2.5. Validation of Government Furnished Items (GFI) and Equipment Inventory.....	- 17 -
10.3. Use of Government Property .....	- 17 -
10.3.1. Desk Telephones .....	- 17 -
10.3.2. Mobile/Wireless Telephones and Smart Devices .....	- 17 -
10.3.3. Mail/Postage .....	- 18 -
10.3.4. Electronic Mail (E-mail) .....	- 18 -
10.3.5. Copiers .....	- 18 -
10.3.6. Fax Machines .....	- 18 -
10.3.7. Computer and Internet .....	- 18 -
10.3.8. Canvassing, Soliciting, or Selling .....	- 18 -
10.3.9. Security Violations Using Government Equipment.....	- 18 -
10.4. Government Vehicles.....	- 18 -
10.5. Return of Government Property.....	- 18 -
10.6. Conservation of Utilities .....	- 19 -
11. SECURITY .....	- 19 -
11.1. United States Citizenship.....	- 19 -
11.2. Security Awareness Training .....	- 19 -
11.3. Background Investigation Requirements .....	- 20 -
11.4. Access to Sensitive/Critical Data.....	- 21 -
11.4.1. Non-Disclosure Agreement.....	- 21 -
11.4.2. Data Access.....	- 21 -
11.5. Security Incident Reporting .....	- 21 -
11.6. Permanent Security Badge Requirements.....	- 21 -
11.7. Display of Permanent Security Badges.....	- 22 -
11.8. Temporary Security Badge Requirements .....	- 22 -
11.9. Facility Security Requirements.....	- 23 -
11.10. Parking Requirements.....	- 24 -
12. ADMINISTRATIVE CONSIDERATIONS.....	- 24 -
12.1. Government Representatives .....	- 24 -
12.2. Procedures for Payment .....	- 25 -
12.2.1. Performance Based Payment Percentages .....	- 25 -
12.2.2. Submission.....	- 25 -
12.2.3. Non-Compliance .....	- 25 -
12.3. Personal Service.....	- 25 -
12.4. Section 508.....	- 25 -
12.5. Privacy Act.....	- 25 -



## PERFORMANCE WORK STATEMENT (PWS)

### 1. BACKGROUND

The National Information Technology Center (NITC) within the Office of the Chief Information Officer (OCIO) is charged with offering cost competitive, cloud-based, automated data processing hosting services to USDA and other federal government organizations. The NITC generates operating revenue under a “fee-for-service(s)” model administered through USDA’s working capital fund. NITC has grown in responsibility as the number of physical and virtual, mid-tier servers has grown based on customer demand. It is anticipated that the growth will continue. At the time of preparing this performance work statement, the NITC is supporting USDA customers and other federal government organizations as they strive to achieve the President’s mandate to dispose of unneeded federal real estate and consolidate federal data centers.

The NITC provides comprehensive, cloud-based hosting services, associated operations, security, and professional support services to a customer base of 35 federal organizations. The Enterprise Data Center hosts business applications supporting millions of citizens across the United States of America. The NITC organization has been designated a USDA Enterprise Data Center with locations in Kansas City, MO; St. Louis, Missouri; Beltsville, Maryland; Washington, DC; Salt Lake City, UT; Fort Worth, TX; and Fort Collins, CO. The NITC has earned the title of a GSA FedRamp certified cloud service provider.

The NITC utilizes an IT Infrastructure Library / IT Service Management (ITIL/ITSM)-based framework to develop processes & policies for all work activity tracking, process management and workflow. The current ITSM automation suite is provided through BMC’s Remedy COTS offering. The ITSM suite will generate task assignment queues. The policies and direction for many of these automated processes are directed by the Enterprise Change Control Board (ECCB) which governs the tool implementation. The contractor shall use this tool and adapt to the methods implemented by the NITC. During the course of this task order, the ITSM Remedy systems of the NITC and International Technology Services (ITS) organizations will continue to data share to provide unified responsiveness. It is anticipated that data sharing and ticket assignment will continue to be enhanced in the coming years.

The NITC also partners with the ITS to provide hosting and network solutions for USDA’s Service Center Agencies (i.e., Farm Service Agency, Natural Resources and Conservation Service and Rural Development). This task order seeks to continue to improve those services that are provided through the use of Memorandum of Understandings (MOUs), Service Level Agreements (SLAs) and Operating Level Agreements (OLAs). The contractor shall adhere to the language and conditions of these documents. Copies of all MOUs/SLAs/OLAs relevant to this task order that are in place at the time of award will be provided to the contractor. The MOUs/SLAs/OLAs facilitate the understanding of the separate but shared roles and responsibilities for services that are provided by the OCIO organizations.

### 2. OBJECTIVE

The objective of this task order is to provide Information Technology (IT) support services to complement in-house capabilities in order to meet the short and long-range plans of both USDA and non-USDA serviced agencies. Specific objectives include, but are not limited to, those identified below.

- **Objective 1** - The Contractor shall work as a part of the technical support team that the NITC leverages to provide world-class data center service offerings and professional services to the USDA and other federal government customers (i.e., customer base) and shall enable the increased visibility of NITC value-added benefits by meeting or exceeding service expectations. In the data center operational support context, the support team is comprised of vendor-dispatched hardware maintenance personnel; vendor specific hardware and software technical “hot-line” support personnel; federal employees, and contractor employees. Given the complexity of the data center hosting environment and the customer base’s application software systems running on the hosting environment, system outages could require all or some of the support team, described above, to be mobilized to resolve the emergency.
- **Objective 2** - The Contractor shall support NITC data center officials in the completion of task assignments securing the availability, reliability and integrity of the data center through routine

operations & maintenance activities.

- **Objective 3** - The Contractor shall support NITC data center officials in the completion of work order priorities assigned through the ticketing system (i.e., NITC's implementation of BMC's Remedy COTS) and defined by the NITC Incident Management Process Guide. The contractor shall support incident, change and problem management and shall reinforce incident coordination and service metric tracking to staff.
- **Objective 4** - The Contractor shall support NITC data center officials in the preparation of documentation for the NITC Change Control Board.
- **Objective 5** - The Contractor shall support NITC data center officials with the implementation of federal mandates and the seam-less coordination with other OCIO organizational units.
- **Objective 6** - The Contractor shall support NITC data center officials with a full range of back office functions for the budgetary, financial and administrative management of the center.
- **Objective 7** - The contractor shall ensure close coordination, communication, and resource sharing and shall support resolution, restoration, and root cause analysis to reduce mean time to repair and reduce the overall cost of operations and maintenance support.
- **Objective 8** - The contractor shall support the achievement of long-term cost reduction by adapting ITIL best practices and applying automation to data center operations that reduce overall costs and better allocate resources.

### 3. SCOPE

The projects of the data center are national in scope and impact the United States economy. The scope of work for this PWS will cover a full range of functional areas and technical skill sets required to support the USDA, OCIO, NITC. The task order may include, but not be limited to, the IT support services for work to be accomplished using different computing environments that can include various hardware platforms, software, and telecommunications capabilities currently installed or planned to be installed by the NITC or customer agencies. This will require qualified personnel with expertise in computer equipment, software, and telecommunications facilities used in customer agency offices. The skill sets needed will vary depending upon the requirements.

USDA agencies are currently using, but are not limited to, the following types of hardware and software:

- NITC hardware and software include installed IBM-compatible mainframe computers, z/OS operating system with JES2 and VTAM, TSO, CICS, FOCUS, IDMS, and DB2.
- Other equipment currently in use includes SUN, HP, RISC based systems, and IBM-compatible PCs.
- Software currently in use includes ORACLE, S2K, SYBASE, C, SAS, COBOL, FORTRAN, UNIX, WINDOWS (200X), INFORMIX, DB2, Cold Fusion, Java, MS SQL, Adobe Acrobat, Adobe Photoshop, and Web Trends and other Web development tools, including WebSphere.

NITC supports multiple mainframe systems, several thousand mid-range systems, and various storage platforms. The current system environment includes: IBM, Sun, HP, and Intel-based servers with LINUX, AIX, Unix, HP-UX, Sun Solaris, Windows (9X, NT, and 200x), and Windows Data Center Operating systems, and storage solutions including Storage Area Networks. NITC offers multi-platform application, database support, and maintenance. Some of these include: High Availability Solutions, Mail/Directory Server Applications, Web Servers, and Database Applications.

*NOTE: The above information is for general reference and subject to change. The IT environments at the NITC and customer agencies are dynamic and can change constantly.*

### 4. APPLICABLE DOCUMENTS

#### ***4.1. Applicable Regulations and Documents***

The following documents (versions current at time of award) are incorporated into the resultant task order award. Succeeding revisions may be substituted or incorporated as required. This list is not all inclusive and or limited to the following:

- [http://wiki.edc.usda.gov/mediawiki/index.php/Main\\_Page](http://wiki.edc.usda.gov/mediawiki/index.php/Main_Page).
- ACM-0015-01 - Human Resources Management Contractor In-Process Rev 2 (PWS Attachment D-1).
- ACM-0015-02 - Human Resources Management Contractor Exit Process Rev 2 (PWS Attachment D-2).
- Applicable NITC Directives that will be released after the resultant task order award.

## 5. TASK REQUIREMENTS

The contractor shall furnish all personnel, services, and supervision to perform the requirements of this task order. The contractor shall provide facilities and equipment for back office administration. Contractor employees shall clearly identify themselves as such at all times (badge display; identification announcement prior to or at the commencement of meetings and teleconferences; and correspondence including e-mail, etc.)

### 5.1. Contract Line Item Numbers (CLINs)

The specific task requirements to be completed under the below identified CLINs are included in PWS Attachment A, which includes the performance standards for the firm fixed price (FFP) CLINs. Additional performance standards for the labor hour (LH) CLINs are included in PWS Attachment B. Additional CLIN specific requirement information, presented in a summary display, is identified in PWS Attachment C.

CLIN Number	CLIN Title	CLIN Type
001	Audit Support Services	FFP
002	Budget Analysis Support Services	FFP
003	Business Continuity Planning Services	FFP
004	Enterprise IT Services Portfolio Management	FFP
005	Facilities Operations Services	FFP
006	Information Systems Security Support Services	FFP
007	ITSM Process Development and Documentation Services	FFP
008	ITSM Service Asset and Configuration Management Support Services	FFP
009	Program/Project Management Review Support Services	FFP
010	Task Order Management	FFP
011	Technical Architecture Support Services	FFP
012	Technical Writer	FFP
013	ADDM Administration & Modeling Services	LH
014	Application Integration Engineering Support Services	LH
015	Data Center Hardware Support Services	LH
016	Database Administration Services	LH
017	Mainframe Systems Programming Services	LH
018	Network Engineering Services	LH
019	Remedy Engineering and Administration Services	LH
020	Security Administration Services - AD & Identity Management	LH
021	Security Administration Services - MF Auth., Role Mgmt. & Access Cont.	LH
022	Security Engineering - Assessment Services	LH
023	Security Engineering - Monitoring, Detecting & Analysis Services	LH
024	Security Engineering - Network Access Control Services	LH
025	Senior Application Engineering Services	LH
026	Server Automation Tool Support Services	LH
027	Storage Administration Services	LH
028	Systems Administration Services	LH
029	Systems Monitoring Administration Services	LH

## **6. PERSONNEL**

### ***6.1. General Requirements***

All contractor employees shall meet the minimum general requirements listed below.

- Strong written and oral communication skills in the English language. All contractor employees must be able to read, write, speak and understand English.
- Contractor personnel performing in a leadership capacity shall be capable of directing contractor personnel and interfacing with the Government and customers.
- Exceptional customer service skills.
- Strong time-management and prioritization skills.
- Ability to communicate applicable technical subject matter expertise to management and others.
- NITC follows the IT Infrastructure Library (ITIL) service operation best practices. It is important for the employees to demonstrate experience based on ITIL framework:
  - ITIL v3 foundation knowledge (or certification).
  - Ability to apply and provide feedback on service operation model and practices.

### ***6.2. CLIN Specific Experience and Expertise***

Documented experience and ability to demonstrate knowledge/skills/abilities with the required items (i.e. technologies, organizations, systems, processes, etc.) listed in the CLIN descriptions is required.

### ***6.3. Training***

#### **6.3.1. Contractor Staff Training**

The Contractor shall provide fully trained and experienced support staff for performance of the task order. Training of contractor personnel shall be performed at the Contractor's expense, except when the Government changes the requirements during performance of an on-going task and it is determined to be in the best interest of the Government. This will be negotiated on a case-by-case basis. Training at Government expense will not be authorized for replacement personnel nor for the purpose of keeping Contractor personnel abreast of advances in the state-of-the-art, or for training Contractor employees on equipment, computer languages, and computer operating systems that are available in the commercial market.

#### **6.3.2. Seminars, Symposia, Or User Group Conferences**

The Government will not authorize training for contractor employees to attend seminars, symposia, or User Group Conferences unless certified by the Contractor that attendance is mandatory for the performance of the task order requirement. When seminars, symposiums or User Group Conferences are authorized in writing by the COR, the Government will reimburse the Contractor for labor hours. The Contractor shall be responsible for expenses associated with the training, including, but not limited to, tuition, travel and per diem. This will be negotiated on a case-by-case basis

#### **6.3.3. Mandatory Government Training**

Mandatory Government training shall be tracked and monitored through USDA's AgLearn system. A new contractor employee must complete security training before a log-on ID to USDA systems is issued. The contractor shall provide the information to the employee to review. The contractor will then proctor an exam that the contractor employee will complete and provide to the NITC COR. The NITC COR submits the exam to the NITC Federal Training Coordinator for exam grading. Once the contract employee passes the test they will be granted access to USDA systems, including AgLearn. If the employee is not successful in scoring a passing grade (70% or higher) on the first or second attempt, the contractor will be requested to submit a new candidate for the vacant position. Each contractor employee must complete annual training classes as mandated by USDA. The current mandatory courses include Security Awareness, Privacy Basics, and some positions require Role-Based Security training. These mandatory AgLearn courses can be completed through the AgLearn website free-of-charge. The COR shall notify the

contractor of the training requirements and will provide the tools to complete this training. All required courses must be completed by the required dates by all contract employees. Mandatory government training classes may be completed during work hours. It is the intent of USDA to provide 30 calendar days written notice of annual training requirements to the Contractor's Task Order Manager. The Task Order Manager will be responsible for notifying subordinate contractor employees. In the event the contractor does not receive 30 calendar day notice, the contractor is still required to complete the training by the specified date(s).

#### ***6.4. Personnel Retention and Recruitment***

The Contractor shall make every effort to retain personnel in order to ensure continuity until contract completion. If it should become necessary to substitute or replace personnel, the Contractor shall immediately notify the COR in writing of any potential vacancies and shall submit the resume(s) of replacement personnel within 14 calendar days of the notification. Additionally, for all new positions identified by the Government, the Contractor shall submit the resume(s) of proposed personnel within 14 calendar days of the Government's initial request. The Contractor shall submit the resume(s) of all potential personnel selected to perform under this task order to the COR through Information Technology Solutions Shop (ITSS) for Government review and acceptance/rejection. Upon Government acceptance of a personnel resume(s), the candidate shall be available to begin performance within 14 calendar days. The contractor shall ensure continuity of operations during periods of personnel turnover and long-term absences. Long-term absences are considered those longer than one week in duration.

##### **6.4.1. Work Transition Plan**

Due to the technical nature of the work and "least privilege" security access of user accounts, a situation could arise where work must be transitioned back to Government personnel upon a contract employee's departure from the workforce. In this situation, the contractor shall provide documentation in sufficient detail to allow for the transition of the workload to the Government. The Contractor shall provide documented processes that will serve as a basis for knowledge transfer and a historical record of the work accomplished. Documentation shall include a summary report on task requirements, contact information, and the location of documentation needed to provide continuity of service. This documentation must allow the Government to perform all tasks without the assistance of the Contractor.

## **7. QUALITY**

Both the contractor and Government have responsibilities for providing and ensuring quality services, respectively.

### ***7.1. Quality Control***

The contractor shall establish and maintain a complete Quality Control Plan (QCP) to ensure the requirements of this contract are provided as specified in accordance with the applicable Inspection of Services Clause. The CO will notify the contractor of acceptance or required modifications to the plan. The contractor shall make appropriate modifications (at no additional costs to the government) and obtain acceptance of the plan by the CO. The Government has the right to require revisions of the QCP (at no cost to the Government) should the incorporated plan fail to deliver the quality of the services provided at any time during the contract performance. The plan shall include, but is not limited to the following:

- A description of the inspection system covering all services listed.
- The specification of inspection frequency.
- The title of the individual(s) who shall perform the inspection and their organizational placement.
- A description of the methods for identifying, correcting, and preventing defects in the quality of service performed before the level becomes unacceptable.

On-site records of all inspections conducted by the Contractor are required. The format of the inspection record shall include, but is not limited to, the following:

- Date, time, and location of the inspection.
- A signature block for the person who performed the inspection.
- Rating of acceptable or unacceptable.
- Area designated for deficiencies noted and corrective action taken.
- Total number of inspections.

### ***7.2. Quality Assurance***

The Government will perform periodic reviews of the contractor's performance in accordance with the Government's Quality Assurance Surveillance Plan (QASP). The Government reserves the right to review services to be provided, including those developed or performed at the Contractor's facilities, to determine conformity with performance and technical requirements. Government quality assurance will be conducted on behalf of the CO. The COR will be appointed to coordinate the overall quality assurance of technical compliance.

## **8. DELIVERABLES**

Deliverables and due dates are identified in subsequent paragraphs.

### ***8.1. Contractor Submission***

Deliverables are to be transmitted with a cover letter, on the prime contractor's letterhead, describing the contents, electronically through GSA's web-based procurement system, ITSS, and to any other destination(s) as required per the Government's request. The contractor shall provide hard copy deliverables as required per the Government's request. All deliverables shall be produced using recommended software tools/versions as approved by the Government. All reports shall be accomplished utilizing the MS Office Software Suite to include MS Project as required.

### ***8.2. Government Review***

Government personnel will have 10 workdays to review deliverables (to include resubmissions) and provide written acceptance/rejection. The NITC USDA client representatives and/or the applicable COR(s) will notify the contractor of deliverable acceptance or provide comments in writing. The contractor shall incorporate Government comments, or provide rationale for not doing so within 5 days of receipt of comments. Government acceptance of the final deliverable will be based on resolution of Government comments or acceptance of rationale for non-inclusion. Additional changes volunteered by the contractor will be considered a resubmission of the deliverable.

### ***8.3. Data and Deliverable Rights***

All information such as software, data, designs, test materials, documents, documentation, notes, records, software tools acquired, and/or software source code and modifications produced by the contractor under this PWS shall become the sole property of the U.S. Government, which shall have unlimited rights to all materials and determine the scope of publication and distribution. The contractor shall be required to deliver electronic copies of all documents, notes, records and software to the Government upon termination of the task order or expiration of the task order. The Government shall retain ownership of all proprietary information and intellectual property generated under this task order.

### ***8.4. Transfer of Ownership***

All data and documentation, including all studies, reports, spreadsheets, software, data, designs, presentations, documentation, etc., produced by the contractor or for the Government using this PWS are the property of the Government upon its taking possession of task deliverables or upon termination of the task order or expiration of the task order.

### ***8.5. Monthly Invoice***

The contractor shall provide a monthly invoice to be submitted simultaneously with the monthly status report. Both documents shall be provided to applicable parties. The invoice and monthly status report shall be submitted as a single file. The components of the single file shall be arranged in the following order: accounting format invoice, monthly status report, and additional documentation as required.

The invoice shall include but not be limited to:

- Labor hours expended. The labor hours expenditure information shall include the identification of the employee name, labor category, hourly labor rate, and total number of labor hours expended.
- Supplemental Accounting Code Information. The invoice shall include a supplemental electronic file that includes the name of each contractor employee, the number of hours worked in the month associated with the NITC accounting/shorthand code associated with the work performed. PWS Attachment E is provided for informational purposes.
- Supporting documentation for travel costs. Invoices including travel costs shall include supporting documentation as required by the Federal Travel Regulation (FTR) (receipts for all costs \$75.00 or greater). Invoice submissions including travel costs shall include completed travel expense sheets (i.e. travel voucher) for each trip for each employee.

### ***8.6. Monthly Status Report***

Monthly status reports shall include, but is not limited to, the items identified below.

- Status of task directives, schedules, deliverables. Status of task directives shall include a summary description and schedule of all task directives completed during the reporting period, all task directives currently on-going during the reporting period and all known task directives assigned for future reporting periods.
- current and cumulative task funding status (direct labor and travel funding status to be reported separately as required),
- outstanding issues, and proposed resolution approaches and actions to resolve any outstanding issues.
- Staffing report identifying current staffing roster, all current vacancies, and a record of all staffing departures
- Summary of the Scheduled Absence Calendar Availability deliverable for the two month period following the end of the MSR reporting period that clearly identifies and lists the scheduled absences
- Listing of all training to be completed within the two month period following the end of the MSR reporting period
- The monthly invoice shall be submitted simultaneously with the monthly status report.

### ***8.7. Phase-In / Phase Out***

#### ***8.7.1. Phase-In Plan***

The contractor may or may not propose a separately priced transition period, for a duration to be determined and proposed by the contractor, but shall not exceed a period of 30 calendar days. The transition period is defined as the period of time (during the Phase-In) when the new contractor and the incumbent contractor will both be providing support to the client as required to support the transition to the newly awarded task order. If the contractor chooses to propose a transition period, such period shall be included and addressed within the below identified Phase-In Plan.

The Contractor shall develop a Phase-In Plan. Such Phase-In Plan shall present a clear understanding of the Phase-In tasks required, the issues likely to result from non-incumbent Contractor performance, and the Contractor's proposal to resolve such issues. The Phase-In Plan shall include a clear and feasible strategy for delivering services required within the periods specified by the Plan and shall include a detailed plan-of-action and milestones to transition the functions identified in this PWS in a well-planned, orderly, and efficient manner. The Phase-In Plan shall include, at a minimum:

- Staffing plan.
- Development and submission of required deliverables.
- Interface with the Government and incumbent contractor (if applicable) during Phase-In, to include meetings or status reports, as required.
- Approach to maintaining quality and minimizing disruption during Phase-In.
- Development and dissemination of operating instructions, procedures, and control directives.

#### 8.7.2. Phase Out Plan

During phase-out of this task order, which is determined to be a period of 90 days prior to the lifecycle end date of the task order, a smooth and orderly transition between the incumbent contractor and the successor contractor is necessary to ensure a minimum disruption to vital Government business. The Contractor shall cooperate to the extent required to permit an orderly changeover to the successor Contractor. The phase-out will be deemed completed by the COR when it is determined by the Government that the transition of property, data, and information developed as a part of this task order have been successfully changed over from the outgoing Contractor to the Government and the successor Contractor as required. Phase out activities include, but are not limited to, the tasks below.

- Submission of official comprehensive phase out plan.
- Daily communication of staffing status (i.e. projection of when incumbent contractor employees will off-board from the incumbent task order and identification of additional incumbent resources, such as a transition team, that may be needed to support the transition efforts) and overall phase out status, in accordance with the accepted phase out plan.
- Maintain the phase out schedule included within the phase out plan.
- Transition of property.
- Transition of supporting documentation.
- Transition of accounts (e.g. user accounts and user access).
- Knowledge transfer on the established installation, operation, and maintenance procedures of the technologies supported. The phase out plan shall clearly describe the proposed methodologies to be utilized for such transfer (e.g., written documentation, manuals, formal classroom type training, one-on-one training sessions, etc.).
- Execution and submission of phase out checklist, to include Government acceptance.

#### 8.8. Deliverable Matrix

Title	Description	Due Date
Quality Control Plan.	Refer to PWS paragraph 7.1.	Submission due concurrent with contractor quote. If requested, a final QCP shall be furnished for acceptance by the GSA Contracting Officer addressing any Government comments provided no later than 30 calendar days after task order award.
Monthly Invoice.	Refer to PWS paragraph 8.5.	The 15th calendar day of the month following the reporting period.
Monthly Status Report.	Refer to PWS paragraph 8.6.	The 15th calendar day of the month following the reporting period.
Phase-In Plan (Transition Plan).	Refer to PWS paragraph 8.7.1.	Submission due concurrent with contractor quote. If requested, a final plan shall be furnished for acceptance by the GSA Contracting Officer addressing any Government comments provided no later than 15 calendar days after task order award.
Phase Out Plan.	Refer to PWS paragraph 8.7.2.	120 calendar days prior to the period of performance end date.
Project Specific Deliverables.	Plans, Reviews, Assessments, Reports, etc.	To be determined at the time the project specific task directive is assigned to the



		contractor.
--	--	-------------

### ***8.9. Other Reporting Requirements***

In addition to the deliverable requirements identified above, the contractor shall comply with the following:

- The contractor shall bring problems or potential problems affecting performance to the attention of the COR as soon as possible. Verbal reports shall be followed up with written reports, when directed by the COR, within 24 hours.
- The contractor shall provide, in writing to the COR, the results of all meetings with the client that affect and/or change conditions or result in additional agreements or requirements. The contractor shall not perform any work outside the scope or requirements of this PWS and resultant order without express written approval of the CO.

## **9. PERFORMANCE**

### ***9.1. General***

Work is to be accomplished through the General Services Administration (GSA), Federal Acquisition Service (FAS), Great Lakes Region, through its task order with the contractor. Certification by the Government of satisfactory services provided is contingent upon the contractor performing in accordance with the terms and conditions of the referenced task order, this document, the approved technical and cost quotes, and all amendments. The client's representative, GSA's representatives, and the contractor's representative(s) shall meet when deemed necessary at the client's request. The client representative, the GSA representatives, and the contractor's representative may meet at the place determined by the client representative and GSA representatives.

### ***9.2. Kickoff Meeting***

Within 7 days of contract award, the Contractor shall initiate work on this task order by meeting with key client agency representatives, to include GSA, to ensure a common understanding of the requirements, expectations, and ultimate end products. The contractor shall discuss the overall understanding of the project and review the background information and materials provided by the client. Discussions will also include the scope of work, deliverables to be produced, how the efforts will be organized and project conducted; assumptions made/expected and results. A concerted effort shall be made to gain a thorough understanding of the client agency expectations. However, nothing discussed in this or in any subsequent meetings or discussions between the client and the Contractor shall be construed as adding, deleting, or modifying any task order requirements, including deliverable specifications and due dates.

### ***9.3. Period of Performance***

The anticipated period of performances are identified below. The actual periods may be adjusted based on the duration of the transition period, if applicable.

Transition Period:	June 1, 2015 through June 30, 2015 (maximum duration)
Base Year:	July 1, 2015 through June 30, 2016
Option Year 1:	July 1, 2016 through June 30, 2017
Option Year 2:	July 1, 2017 through June 30, 2018
Option Year 3:	July 1, 2018 through June 30, 2019
Option Year 4:	July 1, 2019 through May 31, 2020

### ***9.4. Place of Performance.***

The Primary Place of Performance shall be in NITC government facilities. When required by the Government, the Contractor shall also perform Task Order related activities at other Government and Contractor facilities within the local area. For the purposes of this Task Order, local area facilities are defined as those within 50 miles of a Primary Place of Performance. Reimbursement for local area travel shall not be authorized. Contractor requests for alternate performance locations (i.e. telework and work from other Government

facilities) will be reviewed and considered on a case-by-case basis. The contractor shall obtain the required authorization prior to performing work at an alternate performance location. A list of the authorized NITC work locations are listed below. The work locations are subject to change.

- a) Kansas City, Missouri (NITC-KC) Main Location:  
USDA National Information Technology Center  
8930 Ward Parkway  
Kansas City, Missouri 64114-3363
- b) St. Louis, Missouri Location at the Goodfellow Federal Complex:  
United States Department of Agriculture  
National Information Technology Center - STL  
Goodfellow Federal Complex  
4300 Goodfellow Blvd, Bldg. 104  
St. Louis, Missouri. 63120
- c) Washington, D.C. (NITC-DC) Location:  
USDA National Information Technology Center  
Room S-100, South Building  
1400 Independence Avenue, S.W.  
Washington D.C. 20250
- d) Ft. Collins, Colorado Location:  
USDA  
Building A  
2150 Centre Avenue  
Fort Collins, Colorado 80526
- e) George Washington Carver Center (GWCC), Maryland Location:  
USDA National Information Technology Center  
George Washington Carver Center  
5601 Sunnyside Ave.  
Beltsville, Maryland 20705-5000
- f) Salt Lake City, Utah Location:  
USDA-FSA-APFO  
2222 West 2300 South  
Salt Lake City, Utah 84119-2020
- g) Ft. Worth, Texas Location:  
Fort Worth Federal Center  
501 West Felix Street, Building 23  
Fort Worth, Texas 76115

#### **9.4.1. Applicability of Telework.**

All work performed at locations other than those identified as Government and/or contractor facilities shall be approved prior to performing the work. Federal contractors are not governed by Office of Personnel Management (OPM), GSA, or the individual agency policies; however, this does not prohibit contract employees from actually working at an alternate site, when/as appropriate **and specifically authorized by the Government.** Contractor shall develop telework policies to comply with the following requirements and address at a generic level within their Quality Control Plan. Alternate work arrangements for contractors shall be negotiated with the contractor's own employer and the appropriate agency official, to ensure policies and procedures are in close alignment and there is a clear and concise arrangement documenting the agreement. It remains the contractor's responsibility to ensure the services are performed

in accordance with the terms and conditions of the award. The following are applicable telework classifications included within PWS Attachment C:

- No – No telework available.
- Situational – Occasional, pre-arranged telework.
- Limited – Specified number of days per week for telework.

#### **9.4.1.1. Quality Control**

The contractor shall address the pertinent facts impacting performance and ensure all affected contractor resumes reflect the applicable work site. The contractor shall provide justification to the Government when identifying and submitting an individual as a telecommuter and address implementation processes and procedures within the quality control plan. The contractor shall be responsible for ensuring the Government has the required access/details necessary for the Government to perform quality assurance responsibilities.

#### **9.4.1.2. Compliance**

The contractor shall comply with all agency security telework policies. The contractor shall ensure all services provided from an alternate site comply with the Federal Information Security Management Act of 2002 (FISMA) and address the following, as a minimum:

- Controlling access to agency information and information systems;
- Protecting agency information (including personally identifiable information) and information systems;
- Limiting the introduction of vulnerabilities;
- Protecting information systems not under the control of the agency that are used for teleworking;
- Safeguarding wireless and other telecommunications capabilities that are used for teleworking; and
- Preventing inappropriate use of official time or resources that violates subpart G of the Standards of Ethical Conduct for Employees of the Executive Branch by viewing, downloading, or exchanging pornography, including child pornography.

#### **9.4.2. Travel**

The Contractor shall also perform non-local travel in support of this Task Order, as required by the Government. The COR, or the appointed representative, shall have sole authority to approve non-local travel requests necessary to support Task Order performance. Not later than 5 business days prior to the Contractor's estimated date of departure, the Contractor shall submit to the COR, via ITSS, a travel request, to include travel justification, the proposed itinerary, and cost estimates for such travel. Federal Travel Regulations apply. The Contractor shall be responsible for all travel arrangements including airline, hotel, and rental car reservations. The Contractor shall make every commercially reasonable effort to schedule travel far enough in advance to take advantage of reduced airfares.

### **9.5. Hours of Work**

The NITC is a shared services hosting provider (i.e., data center) that operates 24x7x365. Hours of support can and will be dependent on data center customer requirements for assigned tasks. The contractor shall coordinate work schedules with the COR to ensure service requirements are met, Government personnel are available, and customer results are achieved. The Contractor shall not exceed the monthly allocation of hours, calculated at 8 hours per day times the number of business days/month, without authorization from the COR. Additional details are provided below and the applicable work hour category for each CLIN is identified in PWS Attachment C.

#### **9.5.1. Standard Duty Hours Support**

The contractor shall provide for normal (during core business hours) and staggered standard duty hours support as required to ensure adequate coverage for US time zones.

#### **9.5.1.1. Normal Workday - (work hour category A)**

A standard normal workday is defined as any 8 hours of productive labor which must include the Core Business hours of 9:00 AM through 3:00 PM local time, Monday through Friday, excluding Federal Holidays. Exceptions may be required and shall be coordinated with the COR, to include short-term or long-term requirements for staggered workdays.

#### **9.5.1.2. Staggered Workday - (work hour category B)**

A standard staggered workday requires that on-site support shall be provided 6:00 AM through 6:00 PM local time, Monday through Friday, excluding Federal Holidays. Exceptions may be required and shall be coordinated with the COR, if coverage is required outside the 6:00 AM – 6:00 PM timeframe.

### **9.5.2. Non-Standard Duty Hours Support**

The contractor shall provide for scheduled (planned work hours) and un-scheduled (other than planned work hours), non-standard duty hours support as required. The contractor shall identify a primary and alternate point of contact for non-standard, un-scheduled duty hours requirements. To ensure the applicable labor hours allocations are not exceeded (typically 40 hours per week), labor hours expended in support of non-standard duty hours requirements shall be off-set by reducing the number of standard duty work hours by an equivalent number.

#### **9.5.2.1. Scheduled (work hour category C)**

Scheduled non-standard duty hours support shall be coordinated with the authorized Government point of contact and the contractor's designated point of contact. Customers may request non-standard duty hours support for their environments (usually quarterly and during peak release or operational periods). Scheduled non-standard duty hours support may also be required to support a short term surge in requirements.

#### **9.5.2.2. Un-Scheduled (work hour category D)**

The Government may also request that the contractor provide un-scheduled (e.g., emergency technical support), non-standard duty hours support. The contractor shall respond within 15 minutes of notification. When off-site support can resolve the issue, the contractor's personnel shall begin immediately upon notification. The contractor shall assess the cause, determine the scope of the problem, advise the appropriate Government organization, provide an estimated restoration time, and identify and implement action for problem resolution. When required, on-site support shall begin within one hour of notification to the contractor's designated individual. This unscheduled support may include:

- Remote telephone support with the Government Technical Staff and/or customers.
- Remote support on GFE. Contractor employees may be equipped with GFE that enables remote data center access/log-on. The Government will not incur any costs associated with home-based WiFi or LAN access to the Internet.
- Onsite support.

### **9.5.3. Continuity of Operations (COOP)/Disaster Recovery (DR)**

The National Security Presidential Directive/NSPD-51/Homeland Security Presidential Directive/HSPD-20, National Continuity Policy, requires Federal departments and agencies to maintain a comprehensive and effective continuity capability, including a Continuity of Operations (COOP) program. The COOP program, which also includes pandemic preparedness, ensures the continuation of essential functions under emergency situations.

An emergency may require personnel to temporarily relocate to a pre-designated, alternate work site or telework to ensure continuity of essential functions. A contract position may support the NITC's COOP plan, and the contractor may be required to report for work to assist the NITC federal staff in supporting

critical business functions following a formal disaster declaration. Contract employees, under this scenario, are required to deploy to the alternate work site within 12 hours of COOP Plan activation for the support of government identified essential functions. The deployment to the alternative work site may last for up to 30 days. Travel and per diem expenses, if required, will be reimbursed in accordance with the Federal Travel Regulation (FTR).

NITC will also engage in "PLANNED" Disaster Recovery Exercises throughout a given Fiscal Year. As these exercises are typically planned well in advance, NITC may require contract employees' participation in these exercises after appropriately coordinated advance notice. There may also be the limited possibility of an "UN-PLANNED" Disaster Recovery Exercise. Unplanned exercises are typically conducted during business hours and NITC may require contract employees' participation after immediate notice. Travel is not expected to be required during DR Exercises/testing.

#### **9.5.4. Holidays**

The contractor is hereby advised that government personnel observe the following holidays: New Year's Day, Martin Luther King's Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, and Christmas. In addition to the days designated as holidays, the government may observe the following days: any other days designated by Federal Statute; any other days designated by Executive Order; and any other days designated by the President's Proclamation. This includes Inauguration Day (Washington, D.C. metropolitan area only). Observance of such days by government personnel shall not be a reason for an additional period of performance, or entitlement of compensation. In the event the contractor's personnel work during the holiday, no form of holiday or other premium compensation will be reimbursed either as a direct or indirect cost.

#### **9.5.5. Government Administrative Leave Situations**

When the agency grants administrative leave to its employees, on-site assigned contractor personnel may be dismissed by the contractor. The contractor agrees to continue to provide sufficient personnel to perform task orders already in operation or scheduled, and shall be guided by the instructions issued by the COR. The Government will not pay for the labor hours during the leave granted to contract personnel as a result of inclement weather, potentially hazardous conditions, explosions, and other special circumstances.

## **10. GOVERNMENT FURNISHED EQUIPMENT/INFORMATION/ACCESS**

### ***10.1. General***

The Government shall provide, without cost, the facilities, equipment, materials and services listed below. The Government furnished property and services provided as part of this task order shall be used only by the contractor only to perform under the terms of this task order. No expectation of personal privacy or ownership using any USDA electronic information or communication equipment shall be expected. All property at Government work sites, except for contractor personal items will be assumed to be government property unless an inventory of contractor property is submitted and approved by the CO/COR. Contractor personal items do not include computers, external drives, software, printers, and/or other office equipment (e.g., chairs, desks, file cabinets). The contractor shall maintain an accurate inventory of Government furnished property.

### ***10.2. Property***

#### **10.2.1. Facilities**

The Government will provide facilities at the authorized work locations specified in the task order. Use of the facilities by contractor employees will include all utilities, telephone, janitorial services and furniture for contractor employees performing tasks. The Government will provide the contractor access to buildings as required, subject to the contractor's employees obtaining the required security clearances.

#### **10.2.2. Equipment at Authorized On-Site Federal Work Locations**

The Government will provide the following at authorized on-site Federal work locations:

- a) A suitable work environment (i.e., telephone, office space and furniture).
- b) A personal computer/laptop and auxiliary hardware and software required in the performance of the task order.
- c) Network connectivity required to perform work assignments. Network and computer access rights commensurate with work assignments.
- d) Pagers, headsets, cell phones and maintenance agreements for such equipment when determined to be applicable by the COR. The Government will replace items that are determined to be beyond economical repair by the COR unless damage or loss is determined to be due to contractor negligence.

#### **10.2.3. Facilities and Equipment at Remote Work Locations**

When work from a remote location is authorized by the COR, the contractor will not be reimbursed for costs associated with remote connectivity from cell phones, WiFi access or Internet connection.

The contractor shall be responsible for ensuring the contractor employee has an adequate and safe office space that sufficiently protects Government equipment and information from loss, theft or unauthorized access. The contractor shall establish a telework agreement with the contract employee. The agreement, given a minimum of 24 hours of advanced notice, shall allow periodic inspections of the alternate work location can be undertaken. The purpose of the inspection is to ensure proper maintenance of Government-owned property and worksite conformance with safety standards and other specifications. The contractor is informed that telework is not a substitute for dependent care (i.e., child care or elder care) and that the appropriate arrangements must be made to accommodate children and adults who cannot care for themselves, while performing official duties of this contract at an alternate work location.

#### **10.2.4. Materials**

The Government shall furnish basic reference manuals, and any revisions, updates, and changes thereto for use by the contractor necessary to perform work assignments under the task order.

#### **10.2.5. Validation of Government Furnished Items (GFI) and Equipment Inventory**

The contractor shall develop and maintain a complete GFI inventory that shall be made available to the Government upon request. Within three (3) work days of receipt of any GFI, the contractor shall validate the accuracy of the materials and notify the COR, in writing, of any discrepancies.

NOTE: Validation shall consist of the Contractor checking for physical and logical completeness and accuracy. Physical completeness and accuracy shall be determined when all materials defined as Government furnished are provided, as defined in the task order. Logical completeness and accuracy shall be determined when all materials defined and associated with a program, system, or work package are provided.

### ***10.3. Use of Government Property***

#### **10.3.1. Desk Telephones**

Government telephones are provided for use in conducting official business. Contractor employees are permitted to make calls that are considered necessary and in the interest of the Government. The contractor will follow the same USDA and NITC policies as Government personnel the govern telephone usage.

#### **10.3.2. Mobile/Wireless Telephones and Smart Devices**

Government issued mobile/wireless telephone and smart devices may be assigned to contractor employees when the Government determines it is in the Government's best interest. Contractor employees are prohibited from using any Government issued device for personal use and would be subject to paragraph 10.3.9.

### **10.3.3. Mail/Postage**

Contractor employees shall not have their personal mail directed to Government offices or use Government-furnished postage for personal benefit. The contractor shall follow the same USDA and NITC policies as Government personnel that govern mail usage including overnight delivery.

### **10.3.4. Electronic Mail (E-mail)**

All Government e-mail access and use by contractor employees shall be in support of the individual's official duties and task responsibilities. All information that is created, transmitted, received, obtained, or accessed in any way or captured electronically using USDA's e-mail systems is the property of the Government. Contractor employees shall have clear identification in their e-mail signature block that identifies themselves as contractor employees in support of USDA NITC. Contractor employees are prohibited from forwarding e-mail generated from a Government provided e-mail account to personal mobile devices.

### **10.3.5. Copiers**

Copiers are to be used to copy material for official Government business only in the performance of the tasks in this task order.

### **10.3.6. Fax Machines**

Contractor employees shall not use fax machines for other than official Government business in the performance of the tasks in this task order.

### **10.3.7. Computer and Internet**

All Internet and electronic media access accomplished by contractor employees (utilizing Government furnished equipment) shall be for official Government business in the performance of the tasks in this task order.

### **10.3.8. Canvassing, Soliciting, or Selling**

Contractor employees shall not engage in private activities for personal gain or any other unauthorized purpose while on Government-owned or leased property, nor may Government time or equipment be utilized for these purposes.

### **10.3.9. Security Violations Using Government Equipment**

Any contractor violating USDA security policies, guidelines, procedures, or requirements while using Government equipment or while accessing the USDA network may, without notice, have their computer and network access terminated, be escorted from their work location, and have their physical access to their work location removed at the discretion of the CO/COR. The CO/COR will notify the contractor of the security violation and request immediate removal of the contract employee.

## ***10.4. Government Vehicles***

The use of Government-furnished vehicles is NOT authorized under this task order. If a vehicle is needed to perform required services, it must be supplied by the contractor for their employees' official government business needs. This paragraph is not applicable to rental vehicles utilized during approved travel under the contract.

## ***10.5. Return of Government Property***

All Government property, data, software, information, documentation and equipment whether furnished by the Government to the contractor, created by the contractor, or acquired by the contractor with Government funding is property of the Government and shall be delivered/transmitted to the COR upon termination or expiration of the task order or per instructions from the CO.

### ***10.6. Conservation of Utilities***

The contractor shall instruct employees in utilities conservation practices. The contractor shall be responsible for operating practices that preclude the waste of utilities, which shall include:

- a) Lights shall be used only in areas where and when work is actually being performed.
- b) Mechanical equipment controls for heating, ventilation, and air conditioning system shall not be adjusted by the contractor or by contractor employees.
- c) Water faucets or valves shall be turned off after the required usage has been accomplished.

## **11. SECURITY**

USDA/OCIO has established legal and regulatory requirements that must be met before access is granted to federal IT resources. In order to gain access to USDA computer networks and computers, contractor personnel are required to initially complete the following requirements including, but not necessarily limited to:

- The USDA Information Security Awareness and Rules of Behavior training (web or paper-based). Additional and/or different courses may be required as USDA and NITC security policies change.
- The instructions to obtain USDA E-Gov access (eAuthentication).
- The documentation required for a security background investigation, which includes the Federal Bureau of Investigation's (FBI) National Criminal History Check ("fingerprint check") and eQIP.
- Information needed to obtain a Personal Identity Verification (PIV) card.

The contractor shall be responsible for ensuring compliance by its employees with all applicable federal regulations, to include those of GSA, NIST, USDA and HSPD-12. Contractors and their employees are subject to all Federal laws applicable to Government installations and are under the jurisdiction of the Federal Protective Service (FPS). The NITC COR, in conjunction with the USDA-OCIO Personnel Security Specialist (PSS), will ensure that the contractor submits the required Security Background Investigations/Clearances.

In addition, the contractor shall be responsible for ensuring compliance by its employees for any annual security training and reporting requirements of GSA, NIST, USDA and HSPD-12. Any contract employee working under this OCIO/NITC task order will be expected to follow the process for obtaining access to systems and notifying the Government for the termination of access upon the completion of performance under this task order. The contractor shall inform the COR and other designated NITC personnel if any changes are made in the status of contractor employees that would impact his/her access to USDA computer systems, and to follow the correct protocol for the creation, expansion and/or termination of such access.

### ***11.1. United States Citizenship***

No less than 75% of the contractor personnel assigned to this task, specifically to provide direct CLIN support, shall be United States citizens.

### ***11.2. Security Awareness Training***

Contract personnel who have access to USDA networks and computers will be required to take all security training necessary as determined by the Government to maintain access to the USDA network and computers. Currently, this includes an annual two hour or less, web-based Information Security Awareness training module and specialized training depending on the job function. The security training exam must be passed prior to any computer-system accesses are granted. Prior to an employee start-date, a paper-based exam must be administered by the contract site manager. If the employee is not successful in scoring a passing grade (70% or higher) on the first or second attempt, the contractor will be requested to submit a new candidate for the vacant position.

As USDA security policy changes, additional and/or different courses may be required. Contractor roles and permissions will be reviewed by the Government with the same frequency and at the same level as Government employees. Access to Government facilities, networks, and computers will require contractors to follow all Government mandated security alerts, procedures, patches and upgrades.



### ***11.3. Background Investigation Requirements***

After proper submission of paperwork, the Government covers the costs of investigations and submits the investigation for processing of all required security investigations/clearances, unless identified differently within this section. The scope of the security/background check required and the forms to be completed shall be determined in accordance with the Common Identification Standard for U.S. Department of Agriculture Employees and Contractors, USDA Directive 4620-002. The Government sponsor for this process shall be the COR or Government representative appointed in writing by the CO. The contractor shall be responsible for the preparation and submittal of the required forms. The contractor personnel shall not be required or permitted to perform work prior to receipt of the required security approvals.

Prior to being engaged on this task order, the contractor's employee must first have been processed for a favorably adjudicated FBI fingerprint check. An unfavorable FBI fingerprint check will require that the contractor remove the employee from any further consideration pertaining to this task order.

The contractor should be aware of any of its employees possibly having had a background investigation through another government agency. The investigation, if verifiable by the Government and completed within the last 5 years, can be accepted by the Government in lieu of a FBI fingerprint check.

Fingerprinting Instructions: The COR will provide contact information to make arrangements for fingerprinting of the contractor employees. Fingerprinting instructions include:

- fingerprinting for Kansas City, MO based personnel can be accomplished by the Personnel Security Office (PSO) at 8930 Ward Parkway.
- fingerprinting for DC-based personnel can be accomplished by the PSO Assistant, at the USDA South Building or personnel at the Beltsville, Maryland data center; or,
- fingerprinting can be obtained from the local law enforcement agency after the PSO provides the fingerprint cards. The contractor shall pay for all costs of fingerprinting by local law enforcement agencies.

#### **Background Investigations:**

Assuming a prior favorable FBI fingerprint check has been verified, for taskings and task assignments that exceed 180 days in length, a full background investigation, processed through the Office of Personnel Management (OPM), will be required for all contract employees under this contract.

The background investigation, prior to being submitted to OPM, must be favorably reviewed at the local level by the PSO. The COR, working with the PSO, will determine what level of background investigation is required, based on the type and sensitivity of the duties and/or systems being accessed by the contractor. Current NITC policy requires processing of high-risk, public-trust investigations.

The Contractor is responsible for the immediate removal of employee(s) from the task order, if any person is identified as being a potential threat to the health, safety, security, general well-being, or operational mission of the USDA and its population. Additional items revealed in the background check that may be unacceptable are: conviction of a felony, a crime of violence or serious misdemeanor, a record of arrests for continuing offenses, adverse financial issues, or falsification of security documentation. As a reminder, an unfavorable FBI fingerprint check will eliminate a contractor's employee for further consideration under this task order. Additionally, if unfavorable information is noted on the security questionnaire or developed during the ongoing or final background investigation, the Government retains the right to have the employee immediately removed from the task order at the Government's discretion. Unless otherwise directed by the Contracting Officer, the contractor shall provide a replacement within ten (10) business days. New hires or substitute personnel are subject to the same security background requirements.

Special Procedures when the Data Center proper is the Primary Duty Station.

If a contractor's duty position at an NITC facility is located within the data center space, the additional provisions of NITC Directive A8 must be adhered to. Primarily, the contractor shall be required to have an

investigation at the BI level. In addition to the favorable FBI Fingerprint check, the contractor must complete the online security questionnaire portion of the BI level investigation, which must then be favorably reviewed at the local level by the PSO's office. The online security questionnaire process must be initiated by the PSO and involves the use of the eQIP (Electronic Questionnaire for Investigation's Processing) system. Data center access cannot be approved until the online security questionnaire portion of eQIP has been completed, and the NITC Director or designee has approved the access.

#### ***11.4. Access to Sensitive/Critical Data***

Contractor access to data deemed sensitive and/or critical by the Government will follow guidelines set forth in FIPS Publication 199, USDA and NITC security policy and only following successful completion of all security training.

##### **11.4.1. Non-Disclosure Agreement.**

Due to the sensitive nature of the data and information being worked with on a daily basis, all Contractor personnel assigned to the Task Order are required to complete the Government provided non-disclosure agreement within 15 calendar days after Task Order award, or prior to task order assignment, to ensure information that is considered sensitive or proprietary is not compromised. Signed non-disclosure statements shall be provided to the COR.

##### **11.4.2. Data Access**

The contractor may be required to have access to live production data for the performance of this task order. Any records and data or information the contractor may have access to may be highly sensitive and confidential. The contractor shall not divulge or misuse any information about files, data processing activities or functions, user IDs or passwords, or any other knowledge that may be gained, to anyone who is not authorized to have access to such information. It is the contractor's responsibility to ensure that other persons have the proper authorization

#### ***11.5. Security Incident Reporting***

Contractors shall report the loss or suspected loss of equipment or paper-based data including Sensitive but Unclassified (SBU) or Personally Identifiable Information (PII) information according to the NITC Incident Response Policy when the contractor or contractor's employee first becomes aware of the loss or suspected loss. If the contractor or contractor's employee does not have access to this procedure, then the incident should be immediately reported to the Agriculture Security Operations Center (ASOC) via the 24-hour Cyber Incidents Hotline, (866) 905-6890.

#### ***11.6. Permanent Security Badge Requirements***

A permanent security badge will not be issued until the security questionnaire has been completed and favorably reviewed. In order to gain access to NITC authorized work locations via a permanent security badge, all contractor employees are required to complete the Request for USDA Identification (ID) Badge, Form Number AD-1197 (Sept 2005). The contract employee will be given this form upon first arrival for duty by the Contractor. Form Number AD-1197 (Sept. 2005) requires two (2) forms of identification be submitted. Contract employees are required to provide this identification when first reporting for work. One form of identification must any one of items 1-4 in the list below (Primary ID). The other ID may be any of the forms of ID listed below (Primary or Secondary ID types).

##### **Acceptable Forms of ID:**

Primary Forms of Identification (Items 1-4)	
1. US Passport (unexpired or expired)	3. US Military ID card (unexpired)
2. Driver's license or ID card issues by a state or possession of the United States provided it contains a photograph (unexpired)	4. US Military Dependent's ID Card (unexpired)

Secondary Forms of Identification (Items 5-25)	
5. US Social Security Card issued by the Social Security Administration	16. Permanent Resident Card or Alien Registration Receipt card with photograph (Form I-151 or I-1551)
6. Original or certified copy of a birth certificate issued by a state, county, municipal authority, or outlying possession of the United States bearing an official seal	17. Certification of Birth Abroad issued by the Department of State (Form FS-545 or Form DS-1350)
7. ID issued by federal, state, or local government agencies or entites, provided it contains a photograph.	18. Unexpired Temporary Resident Card (Form I-668)
8. School ID with photograph	19. Unexpired Employment Authorization Card (Form I-668A)
9. Voter's registration card	20. Unexpired Reentry Permit (Form I-327)
10. US Coast Guard Merchant Mariner card	21. Unexpired Refugee Travel Document (Form I-571)
11. Certificate of US Citizenship Form (Form N-560 or N-561)	22. Unexpired employment authorization document issued by DHS
12. Certificate of Naturalization (Form N-560 or N-570)	23. Unexpired Employment Authorization Document issued by DHS with photograph (Form I-668B)
13. US Citizen ID Card (Form I-197)	24. Driver's license issued by a Canadian Government Authority
14. Unexpired foreign passport with I-551 stamp or attached Form I-94 indicating unexpired employment authorization	25. Native American tribal document
15. ID card for use of Resident Citizen in the United States (Form I-179)	

### ***11.7. Display of Permanent Security Badges***

A permanent security badge must be worn at all times while in the facility. It must be displayed above the waist. The individual will retain possession of the permanent security badge as long as continued admittance to the site is needed. Ensuring the safekeeping, wearing, and visibility of Government furnished security badge is the responsibility of the person issued a USDA Identification (ID) Badge. A permanent security badge shall immediately be returned to the Government when the need for it ceases to exist.

### ***11.8. Temporary Security Badge Requirements***

The Contractor shall ensure that each of the contractor's employees has been issued a temporary badge while the Request for USDA Identification (ID) Badge, Form Number AD-1197 (Sept 2005) is being proceeded. Temporary or visitor badges will be provided for persons who are identified as having an infrequent or temporary legitimate business need for access to the site. As noted above, tasks and task assignments that exceed 180 days will require a permanent badge. The temporary badge authorizes the wearer to enter and exit the secured areas where NITC workstations are located within applicable authorized work location. The badge

must be worn at all times while in the facility. It must be displayed above the waist. The badge must be returned to the security desk at the close of the business day.

### ***11.9. Facility Security Requirements***

Due to NITC facility security policies, it is required that the facility guards be notified in advance of all visitors wanting to enter the facility. This 24-hour advanced notification must provide the names, dates, times, the nature of the visit and the visitor's point of contact (POC). All visitors must have a NITC POC in order to be admitted to the facility. Individuals arriving at the NITC data center facilities that do not provide a pre-arranged POC may be turned away.

- 8930 Ward Parkway Facility Visitors Entrance. The east lobby of the 8930 Ward Parkway facility is the entry point for all NITC visitors. Visitors shall check-in at the east lobby guard station, sign-in and be issued a visitor's badge. The visitor's POC will be notified of the visitor's arrival. The visitor will be screened by a hand-held magnetometer, and the visitor's belongings will be passed through an x-ray machine. Failure to voluntarily comply with these security measures will cause the visitor to be denied access to the facility. The visitor shall return all issued visitor's badges at the end of the day or upon leaving the facility for any reason. Point of Contact: PWS COR.
- St. Louis, Missouri Location at the Goodfellow Federal Center Complex. Entrance onto the Federal Center Complex is at the main gate accessible from Goodfellow Boulevard. The main gate is open 24/7 and manned by GSA security officers. All vehicles entering the Campus are required to have a permanent complex decal or a Federal Center Complex parking permit. This must be arranged with the point of contact before attempting to enter the Federal Center Complex. Visitors are required to undergo a vehicle inspection conducted by the guards at the gate. Visitors must sign in at the main entry and be on the entrance list prior to attempting to enter the Federal Center Complex. The visitor is issued a paper badge which is returned upon leaving the Complex. The visitor's point of contact (POC) is notified to come to the gate and escort the individual. The POC will coordinate the access requirements with the lead Agency, Rural Development. Point of Contact: Diego Maldonado, [Diego.Maldonado@ocio.usda.gov](mailto:Diego.Maldonado@ocio.usda.gov).
- Washington, D.C. (NITC-DC) Location. The COR must sponsor all contract employees into the Whitten-South Building Complex. To process a contractor for a site identification badge, the federal sponsor must submit a form to, Tawana Waller, the headquarters security contact for all Office of the Chief Information Officer organizations. Once the proper background checks and security process determined to be adjudicated acceptably, the contractor would report to Room 1408-South (1st floor, 4th wing) for photo identification badging. Point of Contact: Bryan Dixon, [Bryan.Dixon@ocio.usda.gov](mailto:Bryan.Dixon@ocio.usda.gov).
- George Washington Carver Center (GWCC), Beltsville, Maryland Location. The main entrance to the Carver Center is at Building 1. Building 1 has a 24x7 guard posted at the reception desk. Visitors check-in check at Building 1 reception desk, show a valid identification, sign-in and issued a visitor's badge and parking permit. The visitor's belongings are then passed through an x-ray machine. The visitor's POC will be notified of their arrival and escorted within the facility. Badging office is located in Building 1 just east of the reception desk. Point of Contact: Bryan Dixon, [Bryan.Dixon@ocio.usda.gov](mailto:Bryan.Dixon@ocio.usda.gov).
- Salt Lake City, Utah Location. The facility is open from 6am-6pm/Mountain time, Monday-Friday (closed Federal holidays). The facility is open to the general public. The public entry point is at the East side of the facility next to the flagpole. All general public are required to sign in, issued a temporary day-use visitor pass. Visitors needing access beyond the Customer Service Area need to be escorted by the POC. The visitor's POC will be notified of their arrival and escorted within the facility. Point of Contact: Lori Uhlhorn, [lori.uhlhorn@slc.usda.gov](mailto:lori.uhlhorn@slc.usda.gov); Denny Skiles, [denny.skiles@slc.usda.gov](mailto:denny.skiles@slc.usda.gov).
- Ft. Worth, Texas Location at the National Geospatial Center of Excellence with the Fort Worth Federal Center. The Fort Worth Federal Center entrance is at the main gate at 501 W. Felix Street. Boulevard. The main gate is open 24/7 and manned by GSA security officers. Visitors are required to undergo a vehicle inspection conducted by the guards at the gate. The visitor's point of contact (POC) should be notified 24 hours in advance. The visitor's POC will be notified to come to the gate and escort the

individual. The POC will coordinate the access requirements to Building 23 or 24, as applicable. Point of Contact: Paul Fukuhara, paul.fukuhara@ftw.usda.gov

- Ft. Collins, Colorado location at the Forest Services' Natural Resources Research Center, Building A, on the Colorado State University campus. The Natural Resources Research Center (NRRC) is located at 2150 Centre Avenue, Building A, Fort Collins, CO 80526. The main entrance is during normal business hours to visitors. The visitor's point of contact (POC) should be notified 24 hours in advance. The visitor's POC will be notified to come to the entrance and escort the individual. The POC will coordinate the access requirements to the building, as applicable. Point of Contact: Rick Rohlf, [rick.rohlf@ocio.usda.gov](mailto:rick.rohlf@ocio.usda.gov); Jordan Bancroft, (b) (6)

### **11.10. Parking Requirements**

The contractor shall direct its employees to comply with applicable rules governing parking at each authorized work location. These rules may include the display of a parking permit in the windshield of a vehicle or the application of a parking permit to the exterior of a vehicle.

- 8930 Ward Parkway Facility Parking Requirements: The Contractor shall ensure that each contractor employee obtains a parking permit tag from the Government Security Staff. The tag shall be properly displayed and visible on any vehicle parked near the 8930 Ward Parkway physical plant. Vehicles only intermittently visiting the 8930 Ward Parkway facility shall park in the visitor parking area.
- St. Louis, Missouri Location at the Goodfellow Federal Complex: All vehicles on the Federal Center Complex grounds must have a permanent window decal or a Federal Center parking permit. Contact the St. Louis facility POC for arranging the appropriate vehicle pass.
- Washington, D.C. (NITC-DC) Location: There is no government provided parking available at this location.
- George Washington Carver Center (GWCC), Beltsville, Maryland Location: There is a separate parking area designated for visitors. USDA and contract employees from other locations are required to check in at the reception desk and get a temporary parking permit and park in employee parking area. Contact the GWCC POC for arranging the appropriate vehicle pass.
- Salt Lake City, Utah Location: The main parking lot is located East of the building with smaller lots located North and South of the main building. Contact the Salt Lake City for arranging the appropriate vehicle pass.
- Ft. Worth, Texas Location: From the guardhouse, proceed downhill, across the railroad tracks and take the second right. As you turn right you will go under Hemphill Street. Follow the street as it curves to the left. Yield at the sign, then cross the street into the parking lot on the east side of Building 23. Visitor parking is designated. Enter the building through the automatic doors under the blue awning. Contact the Fort Worth POC to arrange for a permanent vehicle pass.
- Ft. Collins, Colorado location: There are separate designated parking spaces for visitors. A temporary parking permit must be displayed on the dashboard of visitor vehicles. The temporary parking permit will be provided by the guard in Building A. Contact the Ft. Collins POC to arrange for a permanent vehicle pass.

## **12. ADMINISTRATIVE CONSIDERATIONS**

### **12.1. Government Representatives**

GSA Contracting Officer's Representative  
Wendi Borrenpohl  
1710 Corporate Crossing, Ste. 3  
O'Fallon, IL 62269

(b) (6)  
[wendi.borrenpohl@gsa.gov](mailto:wendi.borrenpohl@gsa.gov)

GSA Contracting Officer  
Yjuania Still  
1710 Corporate Crossing, Ste. 3

O'Fallon, IL 62269

(b) (6)

[yjuania.still@gsa.gov](mailto:yjuania.still@gsa.gov)

Client Contracting Officer's Representative

Carrie Coffman

USDA, NITC, Resource Management Division (RMD)-RSSB

8930 Ward Parkway

Kansas City, MO 64114

(b) (6)

[carrie.coffman@ocio.usda.gov](mailto:carrie.coffman@ocio.usda.gov)

## ***12.2. Procedures for Payment***

### **12.2.1. Performance Based Payment Percentages**

The performance objectives and respective payment percentages based on relative importance to total task performance are identified in the CLIN descriptions contained in PWS Attachment A. This document also identifies the Government's proposed surveillance assurance methodology.

### **12.2.2. Submission**

Invoices are due no later than the 15<sup>th</sup> calendar day of the month following the reporting period. The contractor shall submit the invoices and supporting documents, through ITSS simultaneously with the MSR (as an acceptance item) to allow the client and the COR to electronically accept and certify services received by the client representative. The contractor is authorized to invoice only for the services and travel ordered by GSA and provided in direct support of the task order.

### **12.2.3. Non-Compliance**

Failure to comply with the procedures outlined may result in payment being delayed at no additional cost to the Government.

## ***12.3. Personal Service***

The client determined that use of the GSA requirements contract to satisfy this requirement is in the best interest of the Government, economic and other factors considered, and this task order is not being used to procure personal services prohibited by the Federal Acquisition Regulation (FAR) Part 37.104 titled "Personal Services Contract". The Contractor agrees that this is a non-personal services task order. The Contractor is not, nor shall it hold itself out, to be an agent or partner of, or joint venture with, the Government. The Contractor agrees that his/her personnel shall neither supervise nor accept supervision from Government employees.

## ***12.4. Section 508***

All services and products provided in response to the requirements identified in this document shall comply with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), and the Architectural and Transportation Barriers Compliance Board Electronic and IT (EIT) Accessibility Standards (36 CFR part 1194).

## ***12.5. Privacy Act***

Work under this task order requires that personnel have access to Privacy Information. Contractor personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable USDA rules and regulations.

ID05140054 Performance Standards and Acceptable Quality Levels for all Labor Hour Contract Line Item Numbers (CLINs) (CLIN 013 through CLIN 029)		
Support Item / Area	Performance Standard	Acceptable Quality Level (AQL)
Availability	<ul style="list-style-type: none"><li>■ 100% contractor personnel availability during required daily core hours or specific CLIN required schedules (with the exception of coordinated absences).</li><li>■ The contractor is responsible for resource substitution/coverage when a coordinated absence is greater than five consecutive work days.</li></ul>	<p>No more than the identified violations as bulleted immediately below, per month.</p> <ul style="list-style-type: none"><li>- CLINs with 1 to 5 individual task order performers providing support shall have no more than 4 violations.</li><li>- CLINs with 6 to 10 individual task order performers providing support shall have no more than 6 violations.</li><li>- CLINs with 11 to 15 individual task order performers providing support shall have no more than 8 violations.</li><li>- CLINs with 16 to 20 individual task order performers providing support shall have no more than 10 violations.</li><li>- CLINs with 21 to 30 individual task order performers providing support shall have no more than 12 violations.</li><li>- CLINs with 30 to 40 individual task order performers providing support shall have no more than 14 violations.</li><li>- The Government reserves the right to incorporate additional AQLs as needed consistent with those identified.</li></ul> <p>No more than 50% of the monthly violations shall be performed by an individual task order performer for CLINs that are supported by five or more individual task order performers.</p> <p>Each violation may be reflected as such within the CPARS assessment.</p>
Work/Task Product Activities	<ul style="list-style-type: none"><li>■ All operational support activities shall be conducted in accordance with governmental &amp; organizational standards, policies, directives, standard operating procedures, work instructions, processes &amp; guidance. All operational support activities shall be captured and properly documented in the organizational ITSM tool. The contractor shall adhere to this requirement unless a written exemption is issued by an authorized Government representative.</li></ul>	<p>No more than the identified violations as bulleted immediately below, per month.</p> <ul style="list-style-type: none"><li>- CLINs with 1 to 5 individual task order performers providing support shall have no more than 4 violations.</li><li>- CLINs with 6 to 10 individual task order performers providing support shall have no more than 6 violations.</li><li>- CLINs with 11 to 15 individual task order performers providing support shall have no more than 8 violations.</li><li>- CLINs with 16 to 20 individual task order performers providing support shall have no more than 10 violations.</li><li>- CLINs with 21 to 30 individual task order performers providing support shall have no more than 12 violations.</li><li>- CLINs with 30 to 40 individual task order performers providing support shall have no more than 14 violations.</li><li>- The Government reserves the right to incorporate additional AQLs as needed consistent with those identified.</li></ul> <p>No more than 50% of the monthly violations shall be performed by an individual task order performer for CLINs that are supported by five or more individual task order performers.</p> <p>Each violation may be reflected as such within the CPARS assessment.</p>
Security Incident Notification and Resolution	<ul style="list-style-type: none"><li>■ 100% of security incidents, Personally Identifiable Information (PII) incidents, and lost or stolen equipment shall be reported within one hour of detection to the NITC Cyber Security Incident Response Team (NITC CSIRT) or the NITC Service Desk (888-USE-NITC or 816-926-6660).</li><li>■ 100% of violations of security agreement terms or deliberate actions to circumvent security controls shall be addressed in accordance with Government direction.</li></ul>	<p>No allowable violations per month for any CLIN.</p> <p>In the event of a security breach that requires credit and fraud monitoring to be provided to those impacted, the contractor shall be liable for all costs associated with such monitoring.</p> <p>Each violation may be reflected as such within the CPARS assessment.</p>

CLIN Number	CLIN Title	CLIN Type	Estimated Core FTE	Estimated Varying Skill Levels for Core FTE	Applicable Work Hours	Required Work Location	Telework Authorization	COOP/DR Participation	ITSM Requirements
001	Audit Support Services	FFP	3	n/a - FFP	A	KC	LIMITED	NO	NO
002	Budget Analysis Support Services	FFP	1	n/a - FFP	A	KC	NO	NO	NO
003	Business Continuity Planning Services	FFP	1	n/a - FFP	A	KC	LIMITED	YES	NO
004	Enterprise IT Services Portfolio Management	FFP	2	n/a - FFP	A	KC	LIMITED	NO	NO
005	Facilities Operations Services	FFP	1	n/a - FFP	A, C&D	KC	SITUATIONAL	YES	NO
006	Information Systems Security Support Services	FFP	2	n/a - FFP	A	KC	LIMITED	NO	NO
007	ITSM Process Development and Documentation Services	FFP	1	n/a - FFP	A	KC	LIMITED	NO	YES
008	ITSM Service Asset and Configuration Management Support Services	FFP	2	n/a - FFP	A	KC	LIMITED	NO	YES
009	Program/Project Management Review Support Services	FFP	3	n/a - FFP	A	KC	SITUATIONAL	NO	NO
010	Task Order Management	FFP	2	n/a - FFP	A	KC	SITUATIONAL	NO	NO
011	Technical Architecture Support Services	FFP	3	n/a - FFP	A	KC	LIMITED	NO	YES-some within CLIN
012	Technical Writer	FFP	0	n/a - FFP	A	KC	LIMITED	NO	NO
013	ADDM Administration & Modeling Services	LH	1	n/a	A, C&D	KC	LIMITED	YES	YES
014	Application Integration Engineering Support Services	LH	15	YES	A, C&D	14 KC and 1 DC	LIMITED	YES -some within CLIN	YES-some within CLIN
015	Data Center Hardware Support Services	LH	2	NO	A	KC	NO	YES	YES
016	Database Administration Services	LH	8	YES	A, C&D	7 KC and 1 DC-	LIMITED	YES	YES
017	Mainframe Systems Programming Services	LH	0	n/a	A	KC	LIMITED	YES	YES
018	Network Engineering Services	LH	4	YES	A, C&D	KC	LIMITED	YES	YES
019	Remedy Engineering and Administration Services	LH	1	n/a	A, C&D	KC	LIMITED	YES	YES
020	Security Administration Services - AD & Identity Management	LH	7	YES	B, C&D	6 KC and 1 FTC	LIMITED	YES	YES
021	Security Administration Services - MF Auth., Role Mgmt. & Access Cont.	LH	1	n/a	A, C&D	KC	LIMITED	YES	YES
022	Security Engineering - Assessment Services	LH	1	n/a	A, C&D	KC	LIMITED	NO	YES
023	Security Engineering - Monitoring, Detecting & Analysis Services	LH	2	YES	A, C&D	KC	LIMITED	YES	YES
024	Security Engineering - Network Access Control Services	LH	3	YES	B, C&D	3 KC	LIMITED	YES	YES
025	Senior Application Engineering Services	LH	0	n/a	A	WDC	LIMITED	NO	NO
026	Server Automation Tool Support Services	LH	1	n/a	A	KC	LIMITED	YES	YES
027	Storage Administration Services	LH	7	YES	A, C&D	3 KC; 1 STL; 1 FTW; 1 FTC; 1 SLC	LIMITED	YES	YES
028	Systems Administration Services	LH	19	YES	A	19 KC	LIMITED	YES	YES
029	Systems Monitoring Administration Services	LH	3	NO	A, C&D	KC	LIMITED	YES	YES





# NITC Manual

Human Resources Management Contractor In-Processing



SHORT REFERENCE

ACM-0015-01

(Revision 2)

UNITED STATES DEPARTMENT OF AGRICULTURE  
OFFICE OF THE CHIEF INFORMATION OFFICER  
NATIONAL INFORMATION TECHNOLOGY CENTER  
KANSAS CITY, MO 64114

UNITED STATES DEPARTMENT OF AGRICULTURE  
OFFICE OF THE CHIEF INFORMATION OFFICER  
NATIONAL INFORMATION TECHNOLOGY CENTER  
KANSAS CITY, MO 64114

<b>NITC MANUAL</b>	<b>SERIES:</b> ACM <b>NUMBER:</b> 0015 – 01 <b>REVISION:</b>
<b>SUBJECT:</b> NITC Directive Management Program  NITC Contractor In Processing	<b>EFFECTIVE DATE:</b> August 26, 2011  <b>LAST AMMENDMENT DATE:</b> n/a
<b>APPROVED BY:</b> Deputy Associate Chief Information Officer -Business, Finance & Security	<b>OPI:</b> Resource Management Division /Contract Management Branch  <b>AUTHOR:</b> Phil Gehrt

AMENDMENT HISTORY

AMENDMENT DATE:	SECTION NAME / PARAGRAPH:	SUMMARY:	APPROVED BY:

UNITED STATES DEPARTMENT OF AGRICULTURE  
OFFICE OF THE CHIEF INFORMATION OFFICER  
NATIONAL INFORMATION TECHNOLOGY CENTER  
KANSAS CITY, MO 64114

REVIEW AND REVISION HISTORY

<b>RELEASE DATE:</b>	
<b>NEXT RELEASE:</b>	

<b>REVIEW DATE:</b>	<b>REVIEWER NAME:</b>	<b>ACTION TAKEN:</b>

<b>REVISION DATE:</b>	<b>REVISOR NAME:</b>	<b>SUMMARY OF CHANGES:</b>
08/24/11	Sue Brackney	Applying NITC Standard Template to the contractor process.
10/12/11	Sally Soule	Reformat Section 6
01/29/2014	Carrie Coffman	-Changed PPSO to PSO (Personnel Security Office) -Changed WCTS to ITS -Changed COTR to ACORT

# NATIONAL INFORMATION TECHNOLOGY CENTER MANUAL

## TABLE OF CONTENTS

Table of Contents	Page
AMENDMENT HISTORY .....	2
REVIEW AND REVISION HISTORY .....	3
TABLE OF CONTENTS.....	4
1. PURPOSE .....	5
2. SOURCES OF AUTHORITY AND REFERENCES .....	5
3. SPECIAL INSTRUCTIONS/CANCELLATIONS .....	5
4. POLICY .....	5
5. RESPONSIBILITIES .....	6
6. PROCEDURES.....	6
APPENDIX A REPORTS AND FORMS.....	A-1
APPENDIX B ABBREVIATIONS .....	B-1
APPENDIX C BLANK.....	C-1
APPENDIX D CHECKLIST FOR NEW CONTRACT EMPLOYEES.....	D-1
APPENDIX E NON-DISCLOSURE AGREEMENT .....	E-1

# NATIONAL INFORMATION TECHNOLOGY CENTER MANUAL

## 1. PURPOSE

This manual describes the NITC Contractor In-Processing process.

The purpose of this Contract Employee In-Processing Manual is to establish an overview of procedures for the in-processing of contractor employees of the National Information Technology Center (NITC).

## 2. SOURCES OF AUTHORITY AND REFERENCES

Authority for managing the Human Resources Management Contractor In Processing and function is authorized by law and regulations, as follows:

- a. DR 1550-002, Building Safety/Security Occupant Emergency Program
- b. DR 3140-001, USDA Information Systems Security Policy
- c. DM 3545-001, Computer Security and Training, Chapter 9 Pt. 1
- d. DM 4620-002, Common Identification Standard of U.S. Department of Agriculture Employees and contractors.

## 3. SPECIAL INSTRUCTIONS/CANCELLATIONS

This manual creates the ACM-0015-01, "Contractor In-Processing Procedures", Basic, dated August 26, 2011.

## 4. POLICY

- a. This NITC Contractor In Processing must be followed with all required forms completed in order to comply with, and satisfy, the above-mentioned authorities and references.
- b. Scope: This manual applies to all new/in-coming contract employees to all NITC locations (Kansas City, Ft. Collins, St. Louis, D.C., and Maryland).

## 5. RESPONSIBILITIES

### a. Resource Management Division / Contract Management Branch

- (1) Issues directives and revisions to existing directives
- (2) Notifies the RO when a directive is deemed obsolete

### b. NITC Senior Staff (including Required Clearance Officials).

- (1) Reviews and/or comments on each draft directive
- (2) Indicates concurrence with the draft via electronic signature, electronic initials, or voting features

### c. Signing Authority.

- (1) Signing authority for this process will be the DACIO for Business, Finance & Security

## 6. PROCEDURES

### a. Contractor Site Manager

Site managers are responsible for completing and maintaining the NITC Checklist for New Contract Employees (Attachment 1). This checklist should be utilized throughout the on-boarding process, including check-in. An outline of the site manager's responsibilities includes:

- (1) Requests work space/cubicle establishment
- (2) Facilitates appropriate systems access and privileges
- (3) Ensures all required forms have been completed, filed and submitted
- (4) Ensures all staff functions such as time charging, training, daily operational
- (5) Familiarization, performance plans and status reporting have been completed and/or addressed
- (6) Proctor Security Awareness Training and Test
- (7) Ensures completion of Records Management Training and Testing

- (8) Provide A-CORT copy of completed Attachment 1 and all required forms

b. NITC COR (RMD-RSSB)

- (1) Competes Form AD-1197, Request for USDA Identification (ID) Badge.
- (2) Copy Contractor-provided two (2) forms of identification.
- (3) Provide form 1197 and copy of identification to SPB physical security.
- (4) Enters contract employee data into Contractor Reporting System (CRS)
- (5) Provides Non-Disclosure Agreement to Contractor to sign and maintains copies (Attachment 2)

c. NITC A-CORT

- (1) Verifies work space/cube establishment
- (2) Verifies that appropriate systems access and privileges are requested
- (3) Verifies all required forms have been completed, filed and submitted
- (4) Verifies all staff functions such as time charging, training, daily operational familiarization, performance plans and status reporting have been completed and/or addressed
- (5) Provides correct account code(s) to use on timesheets (enters into CRS)
- (6) Ensures that Security Awareness and Records Management Certifications have been successfully completed
- (7) Ensures that all parties in Section 6 (d) – 6 (m) are notified as appropriate to perform tasks
- (8) Maintain official records for contract employee, including a copy of completed Attachment 1

d. Facilities Manager

- (1) Coordinates and maintains work space/cubicle establishment

e. NITC Service Desk

- (1) Generates tickets/work orders to establish work space/cubicle and system access

f. Network Services Branch

- (1) Provisions and maintains telephone, directory and LAN access in the work space/cubicle
- g. ITS Service Desk
  - (1) Generates tickets/work orders to configure LAN, e-mail access and contract employee orientation
  - (2) Installs IT equipment (desktop, laptop, printer, etc)
- h. Personnel Security Office (PSO)
  - (1) Enter contract data into NEIS and WebSETS
- i. Service Portfolio Branch (SPB)
  - (1) Obtains identification, photo and biometrics of the employee
  - (2) Completes and files forms for, and issues identification for physical and system access and parking
  - (3) Provides employee with required new-hire packet, including, but not limited to: parking decal, USDA/OCIO policies, OCIO Security Agreement and Occupant Emergency Plan
- j. Contingency Planning
  - (1) Enters and maintains contract employee information into the emergency call tree system
- k. Local Registration Authority (Security Division)
  - (1) Verifies identification of contract employee for appropriate level of system access
  - (2) Establishes ACF2 mainframe ID, if required
  - (3) Establishes mainframe access
- l. Training Coordinator or Designee
  - (1) Grades Security Awareness Training test.
- m. Administrative Assistant
  - (1) Assists offices with form completion and tasks as listed above.



n. Contract Employee

The contract employee will assist in the completion of the NITC Contractor's Checklist for New Contract Employees managed by the site manager (Attachment 1) where necessary. An outline of the contract employee's responsibilities includes:

- (1) Completes and submits all required forms as a new contract employee, and on an ongoing basis
- (2) Provides identification documents as required
- (3) Completes all required training for establishment of access into accounts

END

## APPENDIX A

### REPORTS AND FORMS

TABLE A1

#### REPORTS

NUMBER	REPORT TITLE	DESCRIPTION	SOURCE
None for this amendment.			

TABLE A2

#### FORMS

NUMBER	TITLE	DISPLAY	REFERENCE
None for this amendment.			

## APPENDIX B

### ABBREVIATIONS

TABLE B1

Abbreviation	DEFINITION
ACORT	Alternate Contracting Officer's Representative – Technical
CMB	Contract Management Branch
ITS	International Technology Services
LAN	Local Area Network
NEIS	Non-Employee Information System
NITC	National Information Technology Center
PSO	Personnel Security Office
RMD	Resource Management Division
SPB	Service Portfolio Branch

## APPENDIX C

(Page left blank for future revisions)

## APPENDIX D

### CHECKLIST FOR NEW CONTRACT EMPLOYEES



## Office of the Chief Information Officer

### NITC COTR Checklist for New Contract Employees

AREAS	ITEMS	RESOURCES
<b>Pre-Arrival</b>		
<b>Workspace</b>	<input type="checkbox"/> Cube Location Approval  <input type="checkbox"/> OALAN Account Form <input type="checkbox"/> PC & Printer  <input type="checkbox"/> Phone	PPSEO/Building and Facilities  WCTS Helpdesk  Network Services Branch
<b>Arrival</b>		
<b>Facility &amp; Introductions</b>	<input type="checkbox"/> Building Tour <input type="checkbox"/> Parking & Entrances <input type="checkbox"/> COTR	Site Manager
<b>Time Tracking</b>	<input type="checkbox"/> Entering Project Codes on Contractor Spreadsheet	COTR
<b>Security</b>	<input type="checkbox"/> Security Awareness and Privacy Training <input type="checkbox"/> COOP & LDRPS Contact Information	COTR  NITC Contingency Mgmt. Group
<b>PPSEO</b>	<input type="checkbox"/> ID Card & Fingerprint Access <input type="checkbox"/> ID Badge	PPSEO

<b>RMD-CMB</b>	<input type="checkbox"/> AD 1197 form	COR
<b>Immediate: To be accomplished within first days of reporting and no later than 30 days.</b>		
<b>PPSEO</b>	<input type="checkbox"/> Parking Pass <input type="checkbox"/> OPM Background Investigation <input type="checkbox"/> Remote Access Agreement & Account (if applicable)	PPSEO Representative
<b>Workspace</b>	<input type="checkbox"/> Computer/Logon, LAN Directory, & Outlook <input type="checkbox"/> Phone <input type="checkbox"/> Office Supplies <input type="checkbox"/> Blackberry /Lap Top (if applicable) <input type="checkbox"/> NITC Contractor Reporting System	WCTS Helpdesk  Network Services Branch  COTR
<b>NITC Policies and Procedures</b>	<input type="checkbox"/> Directives	W:CENTER\DIRECTIVE-ADMIN or SECURITY
<b>Training</b>	<input type="checkbox"/> EAuth Account <input type="checkbox"/> Security Awareness Training <input type="checkbox"/> Ag Learn Account <input type="checkbox"/> Security Agreements <input type="checkbox"/> GETS Card	<a href="http://www.aglearn.usda.gov">www.aglearn.usda.gov</a>  COTR/Site Manager
<b>Administrative Support</b>	<input type="checkbox"/> Scheduling of Conference Rooms <input type="checkbox"/> Scheduling the Conference Line (Meet-Me-Line) or Conference Bridge Line	Division Administrative Assistant

<b>Internet Sites &amp; NITC Information</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> OCIO Intranet</li> <li><input type="checkbox"/> USDA Directives</li> <li><input type="checkbox"/> Occupant Emergency Plan NITC (KC Facility Only)</li> <li><input type="checkbox"/> Emergency Notification Personal Information</li> <li><input type="checkbox"/> NITC Emergency Hotline</li> </ul>	<a href="http://www.ocio.usda.gov/nitc">www.ocio.usda.gov/nitc</a>  <a href="http://www.ocio.usda.gov">www.ocio.usda.gov</a>  <a href="http://www.ocio.usda.gov/directives">www.ocio.usda.gov/directives</a>  N:\Vital Records\Occupant Emergency Plans  Security Governance Branch  877-333-4554
<b>Intermediate: Areas will be ongoing and dependent upon position.</b>		
<b>System Access</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Mainframe ID and Permissions</li> <li><input type="checkbox"/> Secure Remote</li> <li><input type="checkbox"/> MS Project</li> <li><input type="checkbox"/> Citrix</li> <li><input type="checkbox"/> Big Brother Drill Down Menus</li> <li><input type="checkbox"/> LAN Access</li> <li><input type="checkbox"/> Account Users</li> <li><input type="checkbox"/> Connections Account</li> </ul>	COTR will determine if access is required

## APPENDIX E



### NON-DISCLOSURE AGREEMENT

**United States  
Department of  
Agriculture**

**Office of the  
Assistant Secretary  
for Administration**  
Departmental  
Management

August 8, 2011

TO:

Management Services

Procurement  
Operations Division

FROM: Pamela A. Yancey  
Director, Resource Management Division (RMD)

Reporters Building  
300 7<sup>th</sup> Street, SW  
Suite 353  
Washington, DC  
20024

SUBJECT: Non-Disclosure Agreement

---

The Office of Federal Procurement Policy Act of 1988, as revised by the Clinger-Cohen Act of 1996, has established restrictions related to FAR 3.104, Procurement integrity. Congress has addressed the ethics and integrity of both Federal and private personnel in setting forth prohibitions against certain practices. These restrictions apply to any person who is a present or former official of the United States, is acting or has acted on behalf of, or who is advising or has advised the United States, with respect to a Federal agency procurement, and who by virtue of that office, employment, or relationship has had access to contractor bid or proposal information, source selection information, or award information.

Individuals shall not disclose, solicit, or obtain, directly or indirectly, any procurement requirements, Government pricing estimates, contractor bid or proposal information, proprietary information, or source selection information regarding such procurements prior to or following the contract award.

These prohibitions apply to Federal employees, contractor and subcontractor personnel, consultants, experts, and advisors. Certifications are required stating that the requirements set forth herein have not been violated. Violators will be liable for



contractual penalties and administrative actions as well as civil penalties up to \$100,000 for individuals and \$1,000,000 for corporations, and criminal penalties up to five years imprisonment.

*In the spirit of the OFPP Act of 1988, as revised by the Clinger-Cohen Act of 1996, you are requested to read and certify to the following:*

1. I certify that I will not disclose any government requirements, contractor proposal or award information, proprietary pricing or technical information, and/or labor hour rate information throughout the duration of the awarded contract (and six years three months after final payment, per FAR 4.804).
2. I certify that if I receive, see, or use any proprietary information of contract awards or pricing data, that I shall not disclose this proprietary information to any unauthorized person or use it for personal benefit during or after my term of employment under contract with USDA.
3. I certify that any analysis or evaluation of data that I may perform, or database or other systems that store that data and are based on the contents of contract awards that I may design or develop, will be kept confidential and I will not discuss that data with anyone outside of NITC Resource Management Division (RMD) employees, as directed.
4. I certify that this confidentiality will be maintained even after the contract has been concluded and my employment may be terminated as contract support to NITC.

I hereby certify that I have read the aforementioned; that I am familiar with the law and policies governing the disclosure of sensitive and proprietary information; and that I fully and completely observe them and will not disclose the above-mentioned information to any unauthorized person.

---

Name (Please Print)

---

Signature

---

(Date)



# NITC Manual

## Human Resources Management Contractor Exit Process



SHORT REFERENCE

ACM-0015-02

(Revision 2)

**UNITED STATES DEPARTMENT OF AGRICULTURE  
OFFICE OF THE CHIEF INFORMATION OFFICER  
NATIONAL INFORMATION TECHNOLOGY CENTER  
KANSAS CITY, MO 64114**

**UNITED STATES DEPARTMENT OF AGRICULTURE  
OFFICE OF THE CHIEF INFORMATION OFFICER  
NATIONAL INFORMATION TECHNOLOGY CENTER  
KANSAS CITY, MO 64114**

**REVIEW AND REVISION HISTORY**

Review and Revision History

<b>RELEASE DATE:</b>	
<b>NEXT RELEASE:</b>	

<b>REVIEW DATE:</b>	<b>REVIEWER NAME:</b>	<b>ACTION TAKEN:</b>

<b>REVISION DATE:</b>	<b>REVISOR NAME:</b>	<b>SUMMARY OF CHANGES:</b>
08/24/11	Sue Brackney	Applying NITC Standard Template to the contractor process.
10/17/11	Sally Soule	Re-number Section 6

**UNITED STATES DEPARTMENT OF AGRICULTURE  
OFFICE OF THE CHIEF INFORMATION OFFICER  
NATIONAL INFORMATION TECHNOLOGY CENTER  
KANSAS CITY, MO 64114**

<b>NITC MANUAL</b>	<b>SERIES:</b> ACM <b>NUMBER:</b> 0015 -02 <b>REVISION:</b>
<b>SUBJECT:</b> NITC Directive Management Program  NITC Contractor Exit Process	<b>EFFECTIVE DATE:</b> August 26, 2011  <b>LAST AMMENDMENT DATE:</b> 10/17/11
<b>APPROVED BY:</b> Deputy Associate Chief Information Officer -Business, Finance & Security	<b>OPI:</b> Resource Management Division /Contract Management Branch  <b>AUTHOR:</b> Phil Gehrt

AMENDMENT HISTORY

AMENDMENT DATE:	SECTION NAME / PARAGRAPH:	SUMMARY:	APPROVED BY:

# NATIONAL INFORMATION TECHNOLOGY CENTER MANUAL

## TABLE OF CONTENTS

Table of Contents	Page
REVIEW AND REVISION HISTORY .....	2
AMENDMENT HISTORY .....	3
TABLE OF CONTENTS.....	4
1. PURPOSES .....	5
2. SOURCES OF AUTHORITY AND REFERENCES .....	5
3. SPECIAL INSTRUCTIONS/CANCELLATIONS .....	5
4. POLICY .....	5
5. RESPONSIBILITIES .....	5
6. EXIT PROCESS RESPONSIBILITIES.....	6
APPENDIX A 1	
REPORTS AND FORMS.....	1
APPENDIX B 1	
ABBREVIATIONS .....	1
APPENDIX C 1	
(Page left blank for future revisions) .....	1
ATTACHMENTS 1-5.....	1-6

# NATIONAL INFORMATION TECHNOLOGY CENTER MANUAL

## 1. PURPOSE

This manual describes the NITC Contractor exit process. The purpose of this Manual is to establish an overview of the exit procedure for Contract employees leaving the National Information Technology Center (NITC) through resignation, reassignment, or other types of departure actions, and to ensure that all items of government property, security access cards, keys, equipment, etc., are returned prior to departure.

## 2. SOURCES OF AUTHORITY AND REFERENCES

Authority for managing the Human Resources Management Contractor Exit Process and function is authorized by law and regulations, as follows:

- a. DR 3099-001, Records Management Policy for Departing Employees, Contractors, Volunteers and Political Appointees.
- b. National Institute of Standards and Technology Special Publication 800-53, Recommended Security Controls for Federal Information Systems and Organizations

## 3. SPECIAL INSTRUCTIONS/CANCELLATIONS

This manual creates the ACM-0015-02, "Contractor Employee Exit Process", Basic, dated August 26, 201.

## 4. POLICY

- a. This NITC Contractor Exit Process must be followed with all required forms completed in order to comply with, and satisfy, the above-mentioned authorities and references.
- b. Scope: This manual applies to all new/in-coming contract employees to NITC at the Kansas City and Ft. Collins locations. All other NITC locations are excluded at this time.

## 5. RESPONSIBILITIES

- a. Resource Management Division / Contract Management Branch

- (1) Issues directives and revisions to existing directives.
- (2) Notifies the RO when a directive is deemed obsolete.

b. NITC Senior Staff (including Required Clearance Officials).

- (1) Reviews and/or comments on each draft directive.
- (2) Indicates concurrence with the draft via electronic signature, electronic initials, or voting features.

c. Signing Authority.

- (1) Signing authority for this process will be the DACIO for Business, Finance & Security.

## **6. EXIT PROCESS RESPONSIBILITIES**

For Contract employees exiting from NITC, the COTR will ensure that the NITC Contract Employee Exit Process has been completed before the contract employee leaves NITC.

a. Contractor Site Manager

- (1) Notify COTR/COR of contract employee's departure
- (2) Assist COTR in all aspects of the contract employee exit process
- (3) Obtain all contract documentation deliverables from departing contract employee

b. NITC COTR

- (1) Initiates the exit process using the NITC Contract Employee Exit Process Checklist (Attachment 1).
- (2) Refers the separating employee to the ACM-0015-00 Exit Procedure.
- (3) Keeps copies of all exit forms, including the NITC System User ID Check List.
- (4) Completes, signs and delivers the NITC System User ID Check List Form (Attachment 4) to PPSEO.
- (5) Completes and submits the Delete a User Account Request and the Distribution List Modification/Deletion Request on the Washington Communications and Technology Services (WCTS) forms web page found at:  
<http://www.wtso.usda.gov/csb/availforms.htm>.
- (6) Completes the Employee Document/Software Removal/Non-Removal Certification (Records Management) Form (Attachment 3) by:

- (a) Obtaining the Contractor employee's signature
  - (b) Signing as the Supervisor/Reviewing Official
  - (c) Obtaining the OCIO Records Officer signature
  - (d) Returning the form to the Resource Management Division Records Officer.
- (7) Maintains a copy for their file of the Final Employee Exit Checklist (Attachment 4). Facilitates the completion of the Final Contractor Exit Checklist (Attachment 4) by:
- (a.) Obtaining Security Division signature and date for sections 2, 4 and 7:
    - i. Returned USDA Photo Identification and LinkPass Cards.
    - ii. Returned all other Identification and building access cards.
    - iii. Returned NITC Parking Tag(s)
    - iv. Verified and returned NITC System User ID Checklist (Attachment 2).
    - v. Personnel Security Debriefing completed.
  - (b.) Obtaining Resource Management Division signature and date for section 8 for return of the following equipment:
    - i. Cell phones, laptops (including property pass), air cards, GETS Card, Remote Access Tokens and serial numbers, along with any other assets such as keys, etc. (NOTE: The RMD signatory should refer to all spreadsheets to verify whether the contract employee has been issued Government Furnished Property (GFP), such as laptop, blackberry/cell phone, RSA key, GETS card, etc.. Ensure all spreadsheets are updated accordingly.)
    - ii. If any items listed on the Final Employee Exit Checklist have been identified as lost or stolen, fill out the report of Lost/Stolen Equipment Incident to Cyber Security form (Attachment 5) and forward to Cyber Security.
  - (c.) Notifies Contingency Planning group to remove contract employee name from emergency call tree system.
- c. SECURITY- PERSONNEL/PHYSICAL SECURITY AND ENGINEERING OFFICE (PPSEO)
- (1) Sends out e-mail to responsible Security staff and other functional areas involved, instructing them to remove/disable system access privileges



(2) Conducts the Employee Security Debriefing, ensuring all involved have correctly followed the details, recovered appropriate property and completed the forms contained in this exit procedure as necessary.

(3) Files the NITC System User ID Check List form (Attachment 2).

d. WCTS HELPDESK

(1) Disables user ID and renaming\archiving functions on the employee's file folder on the shared drive H:\

## APPENDIX A

### REPORTS AND FORMS

TABLE A1

#### REPORTS

NUMBER	REPORT TITLE	DESCRIPTION	SOURCE
None for this amendment.			

TABLE A2

#### FORMS

This Table lists all forms referenced in this handbook

NUMBER	TITLE	DISPLAY	REFERENCE
None for this amendment.			

APPENDIX B  
ABBREVIATIONS

TABLE B1

<b>Abbreviation</b>	<b>DEFINITION</b>
BF&S	Business, Finance & Security
CMB	Contract Management Branch
COTR	Contracting Officer's Technical Representative
COR	Contracting Officer's Representative
LAN	Local Area Network
NEIS	Non-Employee Information System
NITC	National Information Technology Center
PPSEO	Personnel/Physical Security & Engineering Office
RMD	Resource Management Division
WCTS	Washington Communications and Technology Services

## APPENDIX C

(Page left blank for future revisions)

**ATTACHMENT 1**



**Office of the Chief Information Officer**

**NITC Contractor Employee Exit Process Checklist**

AREAS	ITEMS	RESOURCES
<b>COTR WILL ENSURE ALL FORMS ARE COMPLETE BEFORE SEPARATION.</b>		
<b>COTR</b>	<ul style="list-style-type: none"><li><input type="checkbox"/> NITC Contract Employee Exit Process Checklist (this checklist), Attachment 1</li><li><input type="checkbox"/> NITC System User ID Check List, Attachment 2</li><li><input type="checkbox"/> Employee Document Removal/Non-Removal Certification, Attachment 3</li><li><input type="checkbox"/> Final Employee Exit Checklist, Attachment 4</li><li><input type="checkbox"/> Report of Lost/Stolen Equipment Incident to Cyber Security, Attachment 5</li></ul>	W:CENTER\DIRECTIVE-ADMIN\Current\ACM 002 – Employee Exit Process Directive

## ATTACHMENT 2

### EMPLOYEE DOCUMENT REMOVAL/NON-REMOVAL CERTIFICATION

#### NITC SYSTEM USER ID CHECK LIST

☐+ employee/contractor \_\_\_\_\_ (name)

System Name	Userid's		System Name	Userid's	
<b>Mainframes</b>			<b>Software Products</b>		
USDA			Teleview		
Production					
FFIS			TPX		
EASE			Omegamon		
NFC/Other			Netview		
<b>Network</b>			<b>Servers</b>		
OALAN					
Routers/Switches					
TACACS					
SecureRemote					
Monitors					
Firewall					
IDS					
RSA Token S.N.					
<b>Applications</b>			<b>Other</b>		
CICS					
Database					
Sametime/QP					
Avue			<b>eAUTH:Applications</b>		
			CSAM		
			GovTrip		
<b>Vendor Support</b>			Aglearn		
CA Star-TCC			WebTA		
IBM Link			Etc:		

This form will be completed by the employee/contractor prior to exiting.

This form will be completed and signed by the losing and gaining supervisors for those federal employees transferring to other divisions within NITC. The Security Office will retain this form.

\_\_\_\_\_  
Losing Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Gaining Supervisor

\_\_\_\_\_  
Date

**ATTACHMENT 3**

**EMPLOYEE DOCUMENT/SOFTWARE REMOVAL/NON-REMOVAL CERTIFICATION**

Name \_\_\_\_\_

Office \_\_\_\_\_

Supervisor \_\_\_\_\_

Are you removing any official documents/software from the National Information Technology Center (NITC) upon your departure?

YES    If yes, continue

NO    If no, see below

Reason for Removal:

I certify that the document(s)/software that I am removing from the NITC have been reviewed and approved for removal. A list of the documents that I have removed is attached. The document(s)/software that I am removing do not include program information that, if released, would impair the operations of the National Information Technology Center.

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date

Reviewing Official:

---

Signature of Reviewing Official

---

Date

By my signature, I certify that I am NOT removing any documentation/software from the NITC.

---

Signature of Exiting Employee

---

Date

Received:

---

OCIO Records Officer

---

Date

*Criminal penalties are provided for the unlawful removal or destruction of official records (18 U.S.C. 207)*



## ATTACHMENT 4

### FINAL CONTRACT EMPLOYEE EXIT CHECKLIST

<b>FINAL EMPLOYEE EXIT CHECKLIST</b> Administrative Offset Procedures permit holding final paycheck and/or leave until accountable documents are returned.		EMPLOYEE NAME <div style="background-color: #cccccc; width: 100px; height: 15px; margin: 5px 0;"></div>	
		SEPARATION DATE (LAST DAY OF PAY STATUS) <div style="background-color: #cccccc; width: 100px; height: 15px; margin: 5px 0;"></div>	
AGENCY  <b>USDA</b>		ORGANIZATIONAL UNIT  <b>National Information Technology Center</b>	
<b>ITEMS REQUIRING CLEARANCE PRIOR TO FINAL SALARY PAYMENT</b>			
1. TRANSPORTATION REQUESTS <div style="text-align: center;">N/A</div>		8. PROPERTY (Resource Management Staff) <input type="checkbox"/> a. CELL PHONE/BLACKBERRY <input type="checkbox"/> b. LAPTOP (Including Property Pass) <input type="checkbox"/> c. AIR CARD <input type="checkbox"/> d. GETS Card <input type="checkbox"/> e. Remote Access Token _____ serial # <input type="checkbox"/> f. OTHER (keys, etc)	
2. IDENTIFICATION CARDS (Security Staff) <input type="checkbox"/> a. USDA IDENTIFICATION (AD-53) N/A <input type="checkbox"/> b. OFM/NFC USER ID N/A <input type="checkbox"/> c. LINKPASS CARD <input type="checkbox"/> d. OTHER (SPECIFY) <div style="background-color: #cccccc; width: 100px; height: 15px; margin: 5px 0;"></div> Building Access Card		9. FUNDS (Resource Management Division) <input type="checkbox"/> a. TRAVEL ADVANCE <input type="checkbox"/> b. FIELD PARTY ADVANCE <input type="checkbox"/> c. IMPREST FUND ADVANCE N/A <input type="checkbox"/> d. COLLECTION OFFICER RECEIPTS <input type="checkbox"/> e. LEAVE AUDIT/AD-581	
3. GOVERNMENT BILLS OF LADING <div style="text-align: center;">N/A</div>			
4. PARKING PERMIT <div style="text-align: center;">NITC Parking Tag</div>			
5. DRIVER'S LICENSE (GOVERNMENT) <div style="background-color: #cccccc; width: 100px; height: 15px; margin: 5px 0;"></div>		10. GAO EXCEPTION <div style="text-align: center;">N/A</div>	
6. CREDIT CARDS (Resource Management Division) <input type="checkbox"/> a. GASOLINE <input type="checkbox"/> b. TELEPHONE <input type="checkbox"/> c. VISA-TRAVEL <input type="checkbox"/> d. VISA-PURCHASING PCMS <input type="checkbox"/> f. Other (specify)		11. FISCAL LIABILITY <div style="text-align: center;">N/A</div>	
7. OTHER ACCOUNTABLE DOCUMENTS (SPECIFY) <input type="checkbox"/> a. NITC SYSTEM USER ID CHECK LIST <input type="checkbox"/> b. PERSONNEL SECURITY DEBRIEFING		12. SERVICE AGREEMENTS FULFILLED <input type="checkbox"/> a. TRANSFER OF OFFICIAL STATION <input type="checkbox"/> b. FIRST POST OF DUTY <input type="checkbox"/> c. TRAINING	
		13. OTHER INDEBTEDNESS <input type="checkbox"/> a. ADVANCED S/L <input type="checkbox"/> b. ADVANCED A/L <input type="checkbox"/> c. ADVANCED COMP <input type="checkbox"/> d. LEAVE AUDIT	
REMARKS: LEAVE BALANCES A/L <div style="background-color: #cccccc; width: 40px; height: 15px; display: inline-block;"></div> S/L <div style="background-color: #cccccc; width: 40px; height: 15px; display: inline-block;"></div> COMP TIME <div style="background-color: #cccccc; width: 40px; height: 15px; display: inline-block;"></div> CREDIT TIME <div style="background-color: #cccccc; width: 40px; height: 15px; display: inline-block;"></div>  RECORDS MANAGEMENT FORM _____			
CERTIFICATION: I certify that the identified items have been checked against official records, except as noted, the above-named employee has properly accounted for each item. Action has been taken to revoke existing delegations of authority and any assignment under the Department's position schedule bond.			
ITEMS BEING CERTIFIED <i>(List by No. Below)</i>	SIGNATURE AND TITLE OF OFFICIAL MAKING CERTIFICATION	DATE	
2, 4, 7	<div style="background-color: #cccccc; width: 100px; height: 30px; display: flex; align-items: center; justify-content: center;"> <div style="width: 80%;"></div> <div style="width: 20%; text-align: center;">Security</div> </div>	<div style="background-color: #cccccc; width: 60px; height: 20px;"></div>	
6, 8, 9, 12	<div style="background-color: #cccccc; width: 100px; height: 30px; display: flex; align-items: center; justify-content: center;"> <div style="width: 80%;"></div> <div style="width: 20%; text-align: center;">Resource Management Division</div> </div>	<div style="background-color: #cccccc; width: 60px; height: 20px;"></div>	
13	<div style="background-color: #cccccc; width: 100px; height: 30px; display: flex; align-items: center; justify-content: center;"> <div style="width: 80%;"></div> <div style="width: 20%; text-align: center;">Supervisor</div> </div>	<div style="background-color: #cccccc; width: 60px; height: 20px;"></div>	

## ATTACHMENT 5

### REPORT OF LOST/STOLEN EQUIPMENT INCIDENT TO CYBER SECURITY

May. 3. 2007 3:07PM

No. 1664 P. 1



DA 07-016  
FC: 9600-Policy  
OACM-  
Agree 5/2/07

United States  
Department of  
Agriculture

Office of the Chief  
Financial Officer  
1400 Independence  
Avenue, SW

Washington, DC  
20250

#### MEMORANDUM FOR BOYD RUTHERFORD, ASSISTANT SECRETARY FOR ADMINISTRATION

FROM: Patricia E. Healy (b) (6)  
Deputy Chief Financial Officer

APR 27 2007

Jerry Williams (b) (6)  
Deputy Chief Information Officer

APR 27 2007

SUBJECT: Policies and Procedures for Employee Separation

In the first quarter of this fiscal year, we established and serve as co-chairs of an Executive Steering Committee (ESC) to address the Information Technology (IT) Weaknesses in the Department. This ESC is a subgroup of the larger effort to address Department-wide internal control weaknesses and compliance with OMB Circular A-123. The ESC was tasked to address the IT material weaknesses identified in recent Office of Inspector General audits and the FY 2006 Federal Information Security Management Act and Office of Management and Budget Circular A-123 reviews. We have reviewed and analyzed the Department's information technology internal control weaknesses and are working with Departmental offices and the agencies to take corrective actions to remediate existing weaknesses by the end of the third quarter of this fiscal year. The ESC has determined that several of the weaknesses result from the inconsistent or lack of Department-wide policies and use of standard procedures.

In our review of logical and physical access controls for automated information systems, it came to the ESC's attention that we have a weakness in the area of employee separation. We have been unable to locate or identify Department-wide policies or standard procedures for employee separation. This weakness results in security and financial risk to the Department. It is necessary to have standard policies and procedures for employee separation to ensure that separating employees have Department-wide: returned all government assets that have access to USDA systems (personal computers, laptops, Blackberries, etc.); had logon access to USDA and other government systems and applications terminated; returned keys, badges or other physical access devices; and paid all money owed to the government prior to their departure.

If there are Department-wide policies and procedures governing employee separation, we would appreciate it if you could provide these to us as soon as possible, but no later than May 11, 2007, so we can include them in the FY 2007 A-123 review process. Copies should be sent to Annie Walker-Bradley in the Office of the Chief Financial Officer.

Thank you for your assistance with this request. If you require further information, please let us know. Patricia Healy can be reached at 202-720-0727; Jerry Williams can be reached at 202-720-8833.

AN EQUAL OPPORTUNITY EMPLOYER

Item	Description
Date and time Incident was called in to SNCC:	
Approximate date and time of the incident including the Time Zone:	
Name and Email Address of the person who is reporting this incident to SNCC :	
Telephone number of the person who is reporting this incident:	
What USDA Agency does the person work for who lost the equipment?	
Did the computer contain Personal Identity Information, proprietary, financial, or Privacy Act data?	<input type="checkbox"/> Yes (Contact CS by telephone immediately) <input type="checkbox"/> No (Send email to <a href="mailto:cyber.incidents@usda.gov">cyber.incidents@usda.gov</a> ) <input type="checkbox"/> Unknown (Contact CS by telephone immediately)
Was the hardware using encryption?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown
Address where the Incident occurred:	[City & State]
SNCC tracking number:	
Name of SNCC reporting person:	
How did you notify Cyber Security?	<input type="checkbox"/> sent email to <a href="mailto:cyber.incidents@usda.gov">cyber.incidents@usda.gov</a> <input type="checkbox"/> Called 1-866-905-6890 <input type="checkbox"/> Called Gail Phillips at 616-516-3664 <div style="text-align: right;">816-914-0312 (personal cell)</div> <input type="checkbox"/> Called Bryce Eckland at 913-438-1047 (home) <div style="text-align: right;">913-861-2448 (personal cell)</div> <div style="text-align: right;">202-320-0115 (work cell)</div>
Type and Number of Equipment lost?	

CLIN #	Contract Employee	Accounting Code	Account Code Description	Hours/MO	Bill Rate	Total	Company	Month - 2014
1	Last Name, Employee 1	145100000ISN000000NCE0000000	EXP Sec: Info Sec - Assessment Family OIR9942	168	76.85	\$12,910.80	ABC Vendor Name	February
2	Last, Employee 2	145100000ISN000000NCA0000000	Exp Sec: Sys Sec - Mainframe Family (MFSS) D OIR99	162	77.52	\$12,558.24	ABC Vendor Name	February
3	Last, Employee 3	145100000CFN00101NVABAPH000	Exp Prof: APH0101:PPQ	2	70.83	\$141.66	ABC Vendor Name	February
3	Last, Employee 3	145100000CFN00101NVABDOL000	Exp Prof: DOL0101: GovBenefits.gov	2	70.83	\$141.66	ABC Vendor Name	February
3	Last, Employee 3	145100000CFN00105NVABAPH000	Exp Prof: APH0105: PCIT	16	70.83	\$1,133.28	ABC Vendor Name	February
3	Last, Employee 3	145100000CFN00117NVABAPH000	Exp Prof: APH0117: Veterinary Services OCIO	4	70.83	\$283.32	ABC Vendor Name	February
3	Last, Employee 3	145100000CFN00202NVABFAS000	Exp Prof: FAS0202: Migration Support Services	4	70.83	\$283.32	ABC Vendor Name	February
3	Last, Employee 3	145100000CFN00301NVABNIF000	Exp Prof: NIF0301: Plan of Work (POW)	3	70.83	\$212.49	ABC Vendor Name	February
3	Last, Employee 3	145100000CFN00807NVABNRC000	Exp Prof: NRC0807: NRCS Hosting	30	70.83	\$2,124.90	ABC Vendor Name	February
3	Last, Employee 3	145100000CFN01801NVABFSX000	Exp Prof: FSX1801: Consolidated Hosting aka PAS	91	70.83	\$6,445.53	ABC Vendor Name	February
3	Last, Employee 3	145100000CFN02405NVABFSX000	Exp Prof: FSX2405: FS Hosting	4	70.83	\$283.32	ABC Vendor Name	February
3	Last, Employee 3	145100000PSN000000NPH0000000	Exp ProdSupp: Oracle Server Family	5	70.83	\$354.15	ABC Vendor Name	February
10	Last, Employee 4	145100000PSN000000NHD0000000	Exp ProdSupp: Other Legacy Hosting Services Family	120.25	81.96	\$9,855.69	ABC Vendor Name	February
11	Last, Employee 4	145100000PSN000000NI00000000	Exp ProdSupp: Infrastructure as a Service (IaaS) C	42.5	81.96	\$3,483.30	ABC Vendor Name	February
12	Last, Employee 5	145100000GAN000000N000000000	Exp Overhead: General Administrative - NITC Hostin	163	70	\$11,410.00	ABC Vendor Name	February
						\$61,621.66		
								February Invoice # 12345-01
								February Invoice Total 61,621.66

FFP - Transition Period

Task Order CLIN (if applicable)	ASB CLIN	CLIN Type	ASB Labor Category Title	Task Order CLIN and/or Transition Period Position Title	Hours	Ceiling Rate	Percentag e Discount	Discounte d Rate	Total
		FFP	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
FFP TOTAL									\$0.00

FFP

Task Order CLIN	ASB CLIN	CLIN Type	ASB Labor Category Title	Task Order CLIN Title	Hours	Ceiling Rate	Percentage Discount	Discounted Rate	Total
001		FFP	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
002		FFP	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
003		FFP	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
004		FFP	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
005		FFP	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
006		FFP	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
007		FFP	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
008		FFP	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
009		FFP	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
010		FFP	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
011		FFP	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
012		FFP	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
FFP CORE TOTAL					0.00				\$0.00
FFP GROWTH TOTAL (predetermined 78% growth calculation)									\$0.00
FFP TOTAL									\$0.00

LH

Task Order CLIN	ASB CLIN	CLIN Type	ASB Labor Category Title	Task Order CLIN Title	Hours	Ceiling Rate	Percentage Discount	Discounted Rate	Total
013		LH	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
014		LH	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
015		LH	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
016		LH	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
017		LH	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
018		LH	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
019		LH	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
020		LH	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
021		LH	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
022		LH	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
023		LH	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
024		LH	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
025		LH	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
026		LH	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
027		LH	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
028		LH	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
029		LH	insert a separate line for each proposed position	insert a separate line for each proposed position	0.00	\$100.00	10.00%	\$90.00	\$0.00
SUB-TOTAL					0.00				\$0.00
LH CORE TOTAL					0.00				0.00
LH GROWTH TOTAL (predetermined 56% growth calculation)									\$0.00
LH TOTAL									\$0.00
5TS57100222 PWS Attachment G									

CLIN	Transition Period	Base Period	Option Period #1	Option Period #2	Option Period #3
001	(b) (4)	\$0.00	\$0.00	\$0.00	\$0.00
002		\$0.00	\$0.00	\$0.00	\$0.00
003		\$0.00	\$0.00	\$0.00	\$0.00
004		\$0.00	\$0.00	\$0.00	\$0.00
005		\$0.00	\$0.00	\$0.00	\$0.00
006		\$0.00	\$0.00	\$0.00	\$0.00
007		\$0.00	\$0.00	\$0.00	\$0.00
008		\$0.00	\$0.00	\$0.00	\$0.00
009		\$0.00	\$0.00	\$0.00	\$0.00
010		\$0.00	\$0.00	\$0.00	\$0.00
011		\$0.00	\$0.00	\$0.00	\$0.00
012		\$0.00	\$0.00	\$0.00	\$0.00
013		\$0.00	\$0.00	\$0.00	\$0.00
014		\$0.00	\$0.00	\$0.00	\$0.00
015		\$0.00	\$0.00	\$0.00	\$0.00
016		\$0.00	\$0.00	\$0.00	\$0.00
017		\$0.00	\$0.00	\$0.00	\$0.00
018		\$0.00	\$0.00	\$0.00	\$0.00
019		\$0.00	\$0.00	\$0.00	\$0.00
020		\$0.00	\$0.00	\$0.00	\$0.00
021		\$0.00	\$0.00	\$0.00	\$0.00
022		\$0.00	\$0.00	\$0.00	\$0.00
023		\$0.00	\$0.00	\$0.00	\$0.00
024		\$0.00	\$0.00	\$0.00	\$0.00
025		\$0.00	\$0.00	\$0.00	\$0.00
026		\$0.00	\$0.00	\$0.00	\$0.00
027		\$0.00	\$0.00	\$0.00	\$0.00
028		\$0.00	\$0.00	\$0.00	\$0.00
029		\$0.00	\$0.00	\$0.00	\$0.00
Subtotal FFP Labor - Core	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Subtotal LH Labor - Core	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Subtotal Labor - Core	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
CAF	\$0.00	\$100,000.00	\$100,000.00	\$100,000.00	\$100,000.00
Travel	\$0.00	\$10,000.00	\$10,000.00	\$10,000.00	\$10,000.00
Subtotal - Core	\$0.00	\$110,000.00	\$110,000.00	\$110,000.00	\$110,000.00
(b) (4)					
Subtotal FFP - Growth	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Subtotal LH - Growth	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Subtotal - Growth	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(b) (6)					
Subtotal FFP Labor	\$0.00	\$0.00	\$0.00	\$0.00	
Subtotal LH Labor	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(b) (4)					
Total	\$0.00	\$110,000.00	\$110,000.00	\$110,000.00	\$110,000.00



[illegible]

<b>ASB Labor Category</b>	<b>Base Period Rate</b>	<b>Option Period #1 Rate</b>	<b>Option Period #2 Rate</b>	<b>Option Period #3 Rate</b>
<b>Administration/Clerical</b>	(b) (4)			
Administration/Clerical (Entry Level)				
Administration/Clerical (Journeyman)				
Administration/Clerical (Senior)				
<b>Applications Developer</b>	(b) (4)			
Applications Developer (Entry Level)				
Applications Developer (Journeyman)				
Applications Developer (Senior)				
Applications Developer (Master)				
<b>Applications Systems Analyst</b>	(b) (4)			
Applications Systems Analyst (Entry Level)				
Applications Systems Analyst (Journeyman)				
Applications Systems Analyst (Senior)				
Applications Systems Analyst (Master)				
Business Process Consultant				
Business Systems Analyst				
Chief Information Security Officer				
Computer Scientist				
Computer Forensic and Intrusion Analyst				
<b>Configuration Management Specialist</b>	(b) (4)			
Configuration Management Specialist (Journeyman)				
Configuration Management Specialist (Senior)				
Configuration Management Specialist (Master)				
Data Architect				
<b>Data Warehousing Specialist</b>	(b) (4)			
Data Warehousing Specialist (Entry Level)				
Data Warehousing Specialist (Journeyman)				
Data Warehousing Specialist (Senior)				
Data Warehousing Specialist (Master)				
<b>Database Specialist</b>	(b) (4)			
Database Specialist (Entry Level)				
Database Specialist (Journeyman)				
Database Specialist (Senior)				
Database Specialist (Master)				
<b>Disaster Recovery Specialist</b>	(b) (4)			
Disaster Recovery Specialist (Journeyman)				
Disaster Recovery Specialist (Senior)				
Enterprise Architect				
ERP Analyst				
ERP Business/Architectural Specialist				
Financial Analyst				
GIS Analyst/Programmer				
Graphics Specialist				
Groupware Specialist				
<b>Hardware Engineer</b>	(b) (4)			
Hardware Engineer (Entry Level)				
Hardware Engineer (Journeyman)				
Hardware Engineer (Senior)				
Hardware Engineer (Master)				
<b>Helpdesk Specialist</b>	(b) (4)			
Helpdesk Specialist (Entry Level)				
Helpdesk Specialist (Journeyman)				

Helpdesk Specialist (Senior)				
<b>Information Assurance/Security Specialist</b>				(b) (4)
Information Assurance/Security Specialist (Entry Level)				
Information Assurance/Security Specialist (Journeyman)				
Information Assurance/Security Specialist (Senior)				
Information Assurance/Security Specialist (Master)				
Information Specialist/Knowledge Engineer				
Modeling and Simulation Specialist				
<b>Network Specialist</b>				(b) (4)
Network Specialist (Entry Level)				
Network Specialist (Journeyman)				
Network Specialist (Senior)				
Network Specialist (Master)				
Program Manager				
Project Manager				
<b>Quality Assurance Specialist</b>				(b) (4)
Quality Assurance Specialist (Entry Level)				
Quality Assurance Specialist (Journeyman)				
Quality Assurance Specialist (Senior)				
Quality Assurance Specialist (Master)				
Research Analyst				
Strategic/Capital Planner				
<b>Subject Matter Expert</b>				(b) (4)
Subject Matter Expert (Journeyman)				
Subject Matter Expert (Senior)				
Subject Matter Expert (Master)				
Systems Engineer				
Technical Editor				
Technical Writer				
<b>Test Engineer</b>				(b) (4)
Test Engineer (Entry Level)				
Test Engineer (Journeyman)				
Test Engineer (Senior)				
<b>Training Specialist</b>				(b) (4)
Training Specialist (Entry Level)				
Training Specialist (Journeyman)				
Training Specialist (Senior)				
<b>Voice/Data Communications Engineer</b>				(b) (4)
Voice/Data Communications Engineer (Entry Level)				
Voice/Data Communications Engineer (Journeyman)				
Voice/Data Communications Engineer (Senior)				
Voice/Data Communications Engineer (Master)				
Web Content Analyst				
Web Designer				

Option  
Period #4  
Rate

(b) (4)

(b) (4)

(b) (4)

(b) (4)

(b) (4)

(b) (4)

(b) (4)

(b) (4)

(b) (4)

(b) (4)

(b) (4)

(b) (4)

(b) (4)

(b) (4)

(b) (4)

(b) (4)

## ID05140054 PAST/PRESENT PERFORMANCE QUESTIONNAIRE

The GSA is conducting an acquisition in accordance with Federal Acquisition Regulation (FAR) Part 16 505. Request your assistance in providing the following information in an effort to evaluate present and past performance. Forward this completed questionnaire via e-mail to (GSA Contracting Officer) Yjuania Still at [yjuania.still@gsa.gov](mailto:yjuania.still@gsa.gov) AND Wendi Borrenpohl at [wendi.borrenpohl@gsa.gov](mailto:wendi.borrenpohl@gsa.gov). If you experience any problems, please contact Yjuania Still 618.622.5809. The completed response shall be provided no later than the solicitation closing date/time. Your assistance is greatly appreciated.

Contracting POC:
Rating Organization Name:
Address:
Telephone Number:
E-mail Address:
(b) (4)
Technical POC:
Rating Organization Name:
Address:
Telephone Number:
E-mail Address:
(b) (4)
Contractor Name:
Contract Number:
Title of Requirement:

### A. General Information:

Dollar Value:

Period of Performance:

Detailed Description of Work Performed:

Number of Estimated Full-Time Equivalent Positions Supporting the Requirement:

### B. Performance Information:

E - EXCELLENT - Performance met all contract requirements and exceeded many to the government's benefit. Problems, if any, were negligible and were resolved in a timely, highly effective manner.

V - VERY GOOD - Performance met all contract requirements and exceeded some to the government's benefit. There were a few minor problems that the contractor resolved in a timely, effective manner.

S - SATISFACTORY - Performance met contract requirements. There were some minor problems and corrective actions taken by the contractor were satisfactory.

M - MARGINAL - Performance did not meet some contractual requirements. There were problems, some of a serious nature, for which corrective action was only marginally effective.

U - UNSATISFACTORY - Performance did not meet most contractual requirements. There were serious problems and the contractor's corrective actions were ineffective.

N - NOT APPLICABLE - Unable to provide a rating. No record of past performance or the record is inconclusive.

**Ratings of higher or lower than satisfactory should include a narrative justification.**

1. If applicable, was the overall **transition** to the contract smooth and completed successfully with minimal negative impact?

Bold and Underline One: E V S M U N  
Comments:

2. Was the contractor able to provide **and retain** personnel with the requisite experience and education necessary to perform the requirements of the contract?

Bold and Underline One: E V S M U N  
Comments:

3. How effective was the contractor in **aligning and re-aligning resources** to meet varying workloads?

Bold and Underline One: E V S M U N  
Comments:

4. How effective was the contractor in **resolving trouble** issues or problems?

Bold and Underline One: E V S M U N  
Comments:

5. Was the Contractor able to provide the services required in a **professional manner**?

Bold and Underline One: E V S M U N  
Comments:

6. Was the contractor able to provide the services required **within the time frames and costs** identified in the contract?

Bold and Underline One: E V S M U N  
Comments:

7. Did the contractor provide **clear, complete, accurate, and timely** invoices, reports, deliverables, and other written correspondence?

Bold and Underline One: E V S M U N  
Comments:

8. Were you satisfied with the contractor's **overall job performance**?

Bold and Underline One: E V S M U N  
Comments:

9. If you had a choice, would you do business with this contractor again?

Bold and Underline One: E V S M U N  
Comments:

10. Any additional comments deemed relevant to evaluation:

Evaluator's Name and Title:

E-mail Address: Telephone: